

## About the Service Level Agreement

**About the SLA:** In 2014, Service Level Agreements (SLAs) were established between the OUR and JPS and the OUR and NWC as a result of concerns about the timeliness of the feedback requested by the OUR from them. The SLAs outline agreed upon responsibilities of the service providers and the OUR relating to the Appeals Process. Since then, while there has been some improvement in the delivery of responses there remains room for improvement because of the inconsistency in the level of compliance with the agreed timelines for acknowledgment of and responses to appeals. As such these SLAs are periodically reviewed and revised, if necessary. This SLA is established between the NWC and the OUR and becomes effective as at the agreed date.



DG Ansord Hewitt, seals the agreement on behalf of the OUR.