



CREDIT DISPUTE EVIDENCE PACK

ACME-LON-DR-02

Reporting period 1 April 2026 – 30 April 2026

CUSTOMER

Northbridge Networks

END CUSTOMER

ACME Logistics

SUPPLIER

Calbright Telecom

GENERATED

1 May 2026, 00:01:08 UTC

About this document.

This pack contains every piece of evidence used to calculate the credit owed for the circuit and period named above. All measurements are timestamped at source. All calculations are deterministic and reproducible: re-running the report on the same evidence returns the same result, every time.

Probe data was collected by the XVOLV active probe network. Classifications were assigned by the deterministic engine. Exclusions were proposed by operators and approved through the platform's audit-logged workflow. The supervisor agent (advisory mode) annotated the period for review but did not alter any calculation or evidence.

The document SHA-256 hash printed in the footer of every page verifies this pack has not been modified since generation.

00 / Start here

What this pack proves .

Before the detail — the plain-English version, and the one rule that makes it defensible.

In plain English

This circuit was independently measured, from two vantage points, every 60 seconds, for the whole of April 2026. Against the SLA the customer paid for, it was **met** — availability landed at 99.9792% against a 99.9000% target, a +0.0792 pp margin. **No credit is owed.**

This pack is the standard monthly evidence record: proof, on the record, that the service was delivered as contracted. Every figure is derived by rule from the evidence in §03; re-run it and you get the same result.

MEASURED — WHAT THIS PACK CONTAINS

Deterministic facts: probe measurements and rule-based availability computed against the agreed SLA profile. Reproducible and defensible on the record.

MODELLED — WHAT IT DOES NOT

No estimated impact, no projection. Modelled numbers never appear in an evidence pack; they live only in separate, clearly-labelled analysis.

How to read this pack. §01 is the summary. §02–§04 are the evidence (circuit, events, exclusions). §05 is the calculation. §06–§07 are the agent observations and the append-only audit trail. §08 tells you how to verify the pack yourself.

01

Executive summary .

This circuit met its contracted availability target during the reporting period. No credit is owed. The pack is the standard monthly evidence record under the customer agreement.

AVAILABILITY (NET)

99.9792%

SLA TARGET (CUSTOMER)

99.9000%

STATUS

MET

CREDIT OWED TO CUSTOMER

€0.00

No credit owed — SLA met with +0.0792 pp margin under profile ACME-Standard-99.9

RECOVERY DUE FROM SUPPLIER

€0.00

No recovery due — supplier SLA met with +0.4792 pp margin under profile CBT-Standard-99.5

Period at a glance

Period length	43,200 minutes (30 days)
Recorded outage events	0
Recorded degradation events	1
Gross downtime	9 minutes
Excluded downtime	0 minutes
Net downtime	9 minutes
Net availability	99.9792%
Customer credit band applied	None (availability above target)
Net P&L impact (to operator)	€0.00 — clean period

Status. SLA met. No customer credit issued. No supplier recovery to pursue. Report archived under standard retention (contract term + 7 years).

02

Circuit profile .

The circuit, its commercial framing, and the SLA profiles applied during the reporting period.

Circuit identifier	ACME-LON-DR-02
Internal UUID	8a1f72c4-b9e0-4a3d-9c11-f5e8d6a217b3
Customer / End customer	Northbridge Networks / ACME Logistics
Site	London Docklands – DR site, Building C, United Kingdom (51.501809, -0.014442)
Supplier / circuit ref	Calbright Telecom / CBT-UK-LDN-93847-D
Service type	Ethernet Private Line, 500 Mbps symmetric (start 01 September 2024)
Customer MRC / Supplier fee	€3,200.00 / month · €1,950.00 / month
Probe vantages (active)	XV-LDN-01 (London) · XV-AMS-01 (Amsterdam)
Probe interval	60 seconds, ICMP + TCP/443

SLA profiles applied during period

PROFILE	TARGET	CREDIT BANDS	CAP · VERSION
ACME-Standard-99.9 Customer	99.9000%	99.9>x≥99.5 → 5% 99.5>x≥99.0 → 10% 99.0>x≥98.0 → 15% x<98.0 → 20%	20% of MRC · v2 (2025-09-01)
CBT-Standard-99.5 Supplier	99.5000%	99.5>x≥99.0 → 5% 99.0>x≥98.0 → 10% x<98.0 → 15%	15% of fee · v2 (2024-01-01)

Latency and loss targets were not enforced for either profile this period. All figures derive from the availability metric only.

03

Outage register .

Detection requires confirmation from both probe vantages over a minimum of three consecutive 60-second intervals.

No outage events recorded. Both probe vantages reported continuous reachability for the full period. The single degradation event below was a brief BGP convergence, well within the SLA's tolerance.

EVENT ID	STARTED (UTC)	ENDED (UTC)	DUR.	CLASS	DETECTION
DEG-1812	2026-04-05 09:14	2026-04-05 09:23	9m	Degraded	Both vantages

DEG-1812 · 9 min · Degraded — packet loss 41-46% sustained

Root cause: Brief BGP convergence upstream of supplier PE, traced to a third-party transit reroute. **Ticket:** CBT-INC-552117. **Not excluded — counted toward downtime.**

Loss pattern consistent with route flap; did not meet the outage threshold (180-second floor). Minimal SLA impact.

04

Exclusions applied.

Time periods removed from the SLA calculation, each with a reason, proposer, approver and SLA impact.

No exclusions applied during this period. No maintenance windows or third-party-caused outages were proposed or approved. The single degradation event was below the SLA impact threshold and is included for completeness.

05

SLA calculation.

The same probe evidence is applied to two SLA profiles in parallel. Every figure is measured and computed by rule — no modelled or estimated value appears anywhere.

Customer side — ACME-Standard-99.9

STEP	VALUE	SOURCE
Net downtime	9 min (0 excluded)	\$03 single degradation
Net availability	$(43,200 - 9) \div 43,200 = 99.97917\ldots\%$	Computed
Result vs target (99.9000%)	MET (+0.0792 pp)	Computed
Band applied	None — above target	No band lookup
Credit owed (final)	$0\% \times \text{€}3,200.00 = \text{€}0.00$	—

Supplier side — CBT-Standard-99.5

STEP	VALUE	SOURCE
Net availability	99.97917...%	Same probe evidence
Result vs target (99.5000%)	MET (+0.4792 pp)	Computed
Recovery due (final)	$0\% \times \text{€}1,950.00 = \text{€}0.00$	—

Net P&L impact to the operator (Northbridge Networks): €0.00 credit – €0.00 recovery = €0.00. A clean period — the circuit performed within tolerance on every measurement.

06

Supervisor agent observations.

The agent operates in advisory mode: read-only access to evidence, write access only to its own observation log. It cannot alter classifications, exclusions or calculations.

TIME (UTC)	OBSERVATION
04-05 09:24	Degradation DEG-1812 (9 min) closed. Brief, recovering monotonically — consistent with route flap. Did not meet outage threshold. No exclusion proposed.
04-15 00:00	Mid-period checkpoint: 0 outages, 1 minor degradation, 0 at-risk flags. Projection: SLA will be met with healthy margin.
04-30 23:59	End-of-period: 0 outages, 1 degradation (9 min), 0 exclusions. Net availability 99.9792%. Both SLAs met comfortably. Report queued.

Agent integrity statement. The supervisor agent made 3 observations, proposed 0 exclusions, and modified 0 records in the credit engine. Mode: ADVISORY. Hash of agent binary at run-time: 9b4f...c12e.

07

Audit trail.

Append-only log; each line is signed and chained to the previous entry's hash.

Timestamp (UTC)	Actor	Action	Target
2026-04-05 09:14:02	system	degradation.detected	DEG-1812
2026-04-05 09:23:08	system	degradation.closed	DEG-1812
2026-04-05 09:24:11	agent.supervisor	observation.recorded	OBS-2026-04-05-a
2026-04-15 00:00:00	agent.supervisor	observation.recorded	OBS-2026-04-15-mid
2026-04-30 23:59:58	agent.supervisor	observation.recorded	OBS-2026-04-30-eop
2026-05-01 00:00:14	scheduler	report.generated	EVP-2026-04-NBRG-ACME-008

The full append-only log is retained in the platform and can be exported independently. Each entry's signature chains to the previous entry's hash, so any tampering breaks the chain and is detectable.

08

How to verify this pack .

This pack is designed to be checked, not taken on trust. Anyone can confirm it is authentic and reproduce the result.

1 • Confirm the pack is unmodified

1. **Read the hash.** The SHA-256 in the footer is this document's fingerprint at generation: 9607ef9b...74518bb3.
2. **Recompute it.** Run `shasum -a 256 pack.pdf`. A match means the pack is byte-for-byte the one XVOLV generated.

2 • Reproduce the result

1. **Take the evidence.** The outage register (§03) is the only input — one 9-minute degradation, no exclusions.
2. **Apply the rule.** Net availability = $(43,200 - 9) \div 43,200 = 99.9792\%$, above the 99.9% target. No band applies.
3. **Compare.** You arrive at €0.00 owed and €0.00 recoverable — SLA met, every time.

3 • Check the chain of custody

1. **Follow the audit trail (§07).** Every action is time-stamped and hash-chained; request the independent export to confirm the chain is intact.
2. **Note the agent's role (§06).** Advisory only — it observed, proposed nothing, and wrote nothing to the credit ledger.

WHY THIS HOLDS UP

A clean period, proven on the record. The same evidence, the same rule, the same result — a monthly proof you can hand to the customer without an argument.