



# 1 NGN Communications Service Level Agreement Document

## 1.1 Scope of Schedule:

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This schedule outlines the Service Level Agreement (SLA) for the following services as provided by NGN Communications (Service Provider) and its associated strategic partners:

- **Data Solutions:** Co-Location, Converged EFM, DIA (Direct Internet Access), MPLS (Multiprotocol Label Switching), NGV (Next Generation Voice)
- **Fixed Line:** CPS (Carrier Pre-select), SIP (Session Initiation Protocol), WLR (Wholesale Line Rental)
- **Mobile:** Airtime, Devices, MDM (Mobile Device Management)
- **Telephone Systems:** Call Recording, Hosted & Premise based systems.

## 1.2 Helpdesk Availability:

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The Helpdesk can be contacted by the following means should there be a need to raise a service incident with NGN Communications. Please note the standard Helpdesk availability is Monday to Friday, 09:00 to 17:00. Excluding Bank and Public Holidays. An enhanced Support Agreement, providing 24/7/365 Support is available if required. Please speak with your Account Manager to discuss your specific requirements.

- **Telephone Support:**
  - The Helpdesk can be contacted on 03332225999
  - This method should be used to primarily report Priority Level 1 (P1) and Priority Level 2 (P2) incidents
  - There will be an answer phone service for calls received outside of our office hours, however no action can be guaranteed until the next working day.
- **Email Support:**
  - The Helpdesk can be emailed at [experience@ngncomms.com](mailto:experience@ngncomms.com)
  - Please note any P1 or P2 incidents reported by email may not be allocated to a NGN Communication Representative in an appropriate timescale and users are therefore encouraged to contact the Helpdesk by Telephone in this instance
  - Emails received outside of office hours will be collected, however no action can be guaranteed until the next working day.
- **Online Support:**
  - Raising incidents to the Helpdesk can also be completed via the online portal (<http://ngncomms.desk.com>) by logging in with your user credentials
  - Please note any P1 or P2 incidents reported via the portal may not be allocated to a NGN Communication Representative in an appropriate timescale and users, in this instance, are encouraged to contact the Helpdesk by Telephone
  - Cases can be logged via the portal outside office hours, however no action can be guaranteed until the next working day.

The measurement of the response time for incidents raised out of hours will not begin until the following working day.



### 1.3 Incident Reporting:

When reporting a service incident to NGN Communications, it's imperative as much information is provided, so that the best possible support can be offered. Failure to do so may impact on the ability to meet the restoration times outlined in Section 1.4 of this document.

Please be prepared to supply the following information:

- Company name and contact name/telephone number
- Telephone Number/s affected
- Site address of where the issue lies
- A comprehensive description of the problem, when it occurred and actions taken to resolve
- Any applicable diagnostic information or error messages.

Regardless of the manner used, a unique ticket number is allocated when a new case is logged with the Helpdesk. During this process a Case Handler is also assigned who will, based on the information provided, determine the severity of the matter and will categorise it as follows:

**Priority 1 (Critical)** – Faults that cause a complete loss of service or if the Hardware/Software functionality is affected in such a way that the system is no longer useable or crucial processes cannot be executed. For example a Hardware/Software failure or a complete failure of connectivity i.e. Voice, Data Connections.

**Priority 2 (High)** - Any individual element of the Hardware/Software solution or infrastructure/connectivity failing. There is a partial workaround but the ability to maintain crucial processes is severely impacted. For example throughput speeds degraded to 10% or line capacity degraded to 10%, meaning calls can still be made and access can still be gained but a severely minimal level.

**Priority 3 (Normal)** – Intermittent Cases encountered with minimal impact to service. These may be localised to individuals. For example a single extension fault or failure within a Hosted or Premise solution.

**Priority 4 (Low)** – Minor faults and support information requests. For example any reconfiguration requests or general questions.

### 1.4 Service Levels:

Service incidents reported to the Helpdesk will be dealt with in-accordance to the service levels detailed below, which is dependent on the severity of the incident experienced:

	Priority Level	Response Time	Target Net Resolution Time*
1	Critical	15 minutes	8 hours
2	High	2 hours	16 hours
3	Normal	8 hours	24 hours
4	Low	24 hours	40 hours

\* Please note that hours are based on working hours of 09:00 – 17:00. Monday to Friday. So a time of 24 hours is classified as 3 working days.

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**Response Time** – Is the time until a case is assigned to an owner and begins working on the case

**Target Net Resolution Time (TNRT)** – total resolution time, minus time waiting for responses from customer and non-office hours.

The TNRT shall end once notice has been given to you by the Helpdesk that the reported incident has been resolved. The duration of the TNRT will be recorded in order to assess compliance with our obligations under Section 1.4.

Cases should be raised according to the process detailed in this document and the process may be developed over time and nominated contacts shall be informed of any such changes.

## 1.5 Escalation Process:

In the unlikely event there is dissatisfaction with how a support case has been handled, there is an escalation path which can be followed. It is important each path in turn is adhered to and within the stated timeframes:

Level	Contact	TIME BEFORE ESCALATION BEGINS	
		P1 & P2	P3 & P4
Escalation Level 1	<p>Ouali Chriqy Experience Manager 0330 333 4784 or</p> <p>Dee Mancini Head of Experience 0330 333 4783 experience@ngncomms.com</p>	TNRT breach + 2 hours	TNRT breach + 24 hours
Escalation Level 2	<p>Michele Williams mw@ngncomms.com Head of Operations 0330 333 4781 or</p>	TNRT breach + 6 hours	TNRT breach + 48 hours
Escalation Level 3	<p>Ibrahim Bekir ib@ngncomms.com Account Director 0330 333 470</p>	TNRT breach + 20 hours	TNRT breach + 96 hours

For clarity it is important that any email sent in respect to an escalation references the escalation level and case number of the incident within the subject field.



## 1.6 Service Credits:

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Service credits can be applied for in the event a service outage is not resolved within the pre-determined SLA, as defined under Section 1.4.

Service credits are calculated as a reduction of the recurring monthly charges and will be applied automatically. Service credits will be equivalent to the proportionate rental for the period of time beyond the TNRT and in respect of the affected Service only. Credits applied are determined by *dividing the total monthly rental paid for the affected Service/Circuit by the total working hours in a month and multiplying this by the number of working hours in breach.*

Any credit(s) due will be paid in total once annually, by the 31st of January.

## 1.7 Limitation of Service liability:

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There are certain exceptions that are not considered normal maintenance or support and are therefore not covered under the Services of this Agreement:

- Service and repair made necessary due to accidents, damage from fire originating outside of equipment, water, wind, earthquakes, lighting, terrorism, vandalism, burglary, or similar circumstances
- Service and repair of damage or problems caused by, but not limited to, neglect, malicious activity, or misuse
- Service/s altered in any way by the Customer and not in accordance with the terms of the Agreement
- Failure to operate the relevant service/s in accordance with the terms of the Agreement.
- Planned Outages previously notified to you at least three Working Days in advance shall not be deemed occurrences of unavailability for the purposes of this Agreement and shall not be included when calculating Service Performance.

## 1.8 Force Majeure:

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Neither Party shall be liable for a failure to perform any of its obligations under this Agreement due to any circumstance beyond its or its and subcontractors' reasonable control, which impedes or delays any of the Services to be performed hereunder or the payment thereof, including, but not limited to, the failure by any third party to perform its obligations, labour disputes, forces of nature, fire, war, general mobilisation or unforeseen military mobilisations, requisition, seizure, acts or decisions of governments or authorities to a similar extent, requisition, insurrection and civil commotion, general shortage of materials, restrictions in the use of power and interruption in the supply of power.

## 1.9 Planned Maintenance:

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Services may be suspended to carry out scheduled maintenance or upgrade work. Except in an emergency or when circumstances are beyond our control, we shall aim to provide at least three working days' notice of any such suspension via email to nominated contact/s. We will determine the nature and purpose of the works and whether there will be a partial or total system loss. Maintenance of this kind shall be performed outside of normal office hours of 20:00 – 06:00.

If there are any questions regarding the nature of these planned works please don't hesitate to contact [experience@ngncomms.com](mailto:experience@ngncomms.com)