onecom

Fixed Line Services

SLA | Fault

Fault Reporting

How to report a fault to us

Call: 03300 888 999 – (Option 3, Option 2)

Email: fixedlinefaults@onecom.co.uk

We'll need the below information to log your fault:

✪ Company name and your name

✪ Your contact telephone number

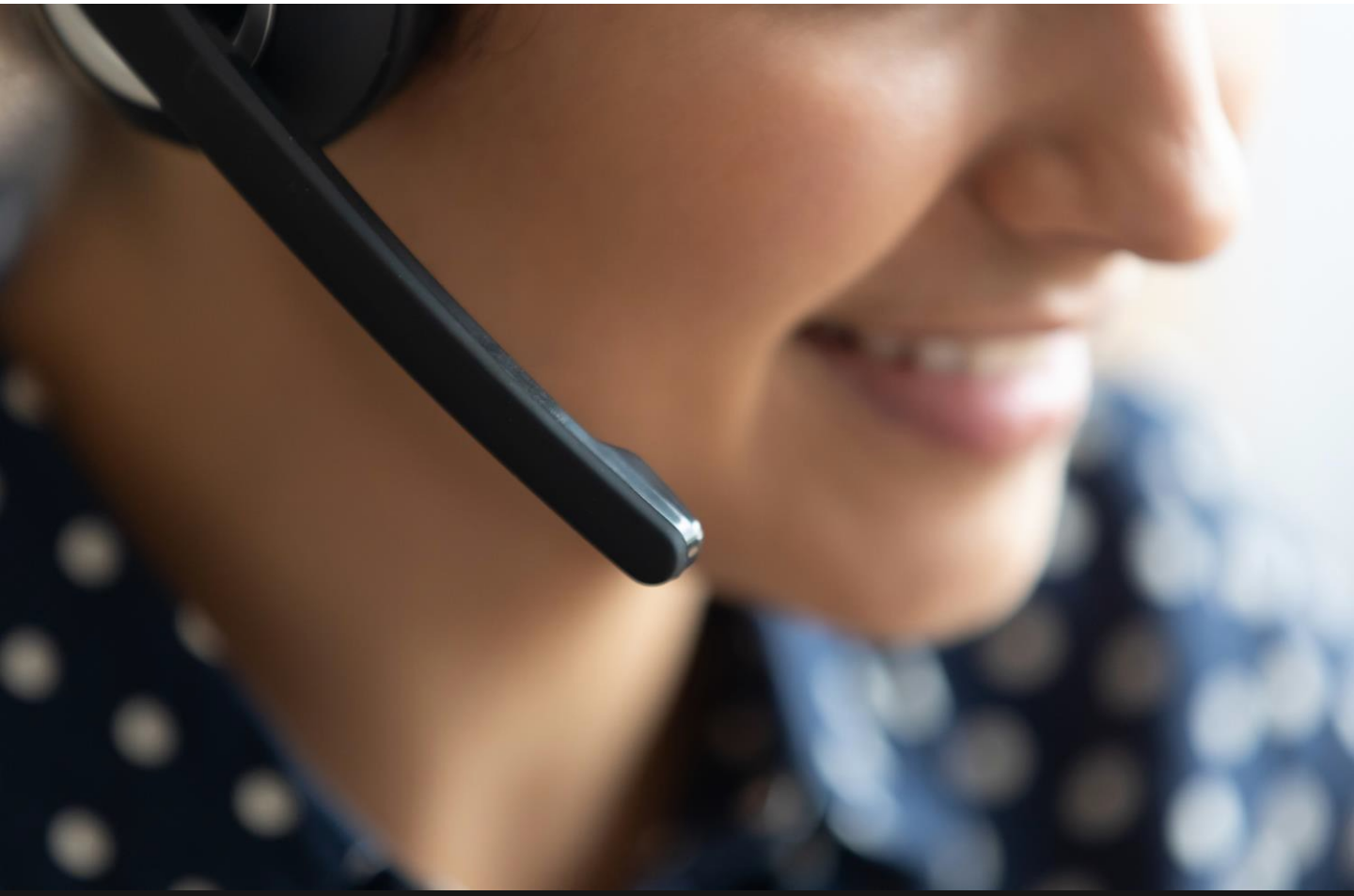
✪ Site address where the fault is

✪ Circuit reference/telephone number

✪ Description of the problem

✪ What happened prior to the fault

✪ How the fault has been diagnosed For emergency and major faults, please call us on the above contact number.



Calls & Lines

1. Service Description

We provide a WLR3 service directly from Openreach for: Analogue (PSTN), ISDN2 line and/ or ISDN30 line (minimum eight channels) services; these services offer different care levels for line faults. Calls are delivered on these lines using CPS (carrier preselect).

2. Service Level Agreement

Target clearance times depend on two factors – the type and severity of the fault and the care level subscribed to that line. The following table shows the different levels of care.

Fault Type	Service Level	Period Of Cover	Target Clearance Time
Line fault	Care Level 1	08:00–18:00 Mon–Fri (Exc. bank holidays)	End of next working day plus 1 working day
Line fault	Care Level 2	08:00–18:00 Mon–Sat (Exc. bank holidays)	End of next working day
Line fault	Care Level 3	07:00–21:00 Mon–Fri (Inc. bank holidays) 08:00–18:00 Sat–Sun	If reported by 13:00,by the end of that day. If reported after 13:00, before 13:00 on the next day
Line fault	Care Level 4	24/7 365 days a year	6 hours

Where relevant you may be asked to provide examples of failed calls.

We will endeavour to clear all faults within the timescales shown in the table above; however, the above timescales are subject to access to the premises being made available by the customer and relevant contact details being provided to Onecom.

3. Engineering Charges

Where an engineer is unable to gain access to the premises to attempt to resolve a fault, finds no fault with the service or has identified that the fault is caused by customer equipment or wiring beyond the master socket/NTE, we reserve the right to onward bill engineering charges raised to us by BT.

4. Failure to Meet Service Levels

4.1 Onecom gives no service level guarantee that it will resolve any Incident within any particular timescale. Onecom's failure to resolve an Incident in accordance with any service level or other target set out in an Order or Schedule shall not constitute a breach of Contract, nor give rise to any liability of Onecom to the Customer.

4.2 In addition to clause 4.1, Onecom gives no Service Level Guarantee that it will complete any provision of Services within the target delivery timeframes, nor for occasions where Onecom and/or its 3rd Parties or Carriers have missed a pre-agreed appointment.

ADSL, FTTC, FTTP & SoGEA Services

1. Service Description

ADSL2+ & FTTC are both high speed, broadband internet access services which operate on a copper telephone line at your premises. These services allow you to access the internet and use your PSTN telephone service simultaneously. Whilst FTTC is delivered over copper to the premises, from the cabinet to the BT exchange it is delivered over fibre which reduces distance impact and as a result enables higher download speeds of up to 80Mbps.

FTTP offers a range of speeds that are not affected by distance between the premises and the BT exchange. Availability is location dependent and there are a variation of speeds available up to 1Gbps.

SoGEA is a data only service that is delivered on the same infrastructure as FTTC, however customers will not have access to a traditional copper voice service or telephone number as part of this. Speeds available are up to 80Mbps, and customers can obtain a SIP or Hosted Voice product from Onecom to enable voice services.

2. Service Level Agreement

2.1 ADSL, FTTC, FTTP & SoGEA Faults: As soon as the trouble report is raised by the customer, the SLA clock starts. The clock will run throughout the remainder of the process but will be paused during periods when Onecom is waiting for customer activity or a delay is caused by the EU, e.g. chosen appointments, end user diagnostic testing. The following priorities will be decided by the customer prior to reporting the trouble ticket to Onecom and will be clarified by the support team upon investigation. Target service restoration identified below.

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Important Note: This does not include faults which have been associated with physical cable breaks or vandalism within the Copper Loop network, estimated restoration of service will be communicated to the customer via the support team, approximate restoration of service will be 5-10 working days.

Service Level	Initial Investigations Carried Out and Communicated Back	Target Restoration of Service for Enhanced Care	Target Restoration of Service for Standard Care
Priority 1	Within 4 hours	Within 24 hours	Within 48 hours
Priority 2	Within 6 hours	Within 24 hours	Within 72 hours
Priority 3	Within 8 hours	Within 24 hours	Within 72 hours
Priority 4	Within 8 hours	N/A	N/A

Onecom will aim to repair 90% of its faults within the time specified.

Classification of ADSL, FTTC, FTTP & SoGEA Faults

Priority	Description
Priority 1 Loss of service	Total loss of sync or connection to our network
Priority 2 Partial loss of service	Intermittent or unstable connection
Priority 3 Quality of service	Speed, email or browsing issues

3. Engineer Visits

If the underling access provider cannot remotely resolve a suspect fault, then a special faults investigations engineer may be suggested.

Broadband special faults investigation 2 (SFI2) is an end-to end maintenance service to investigate faults that have not been revealed through initial fault testing. SFI2 forms part of the overall fault journey and must be used to aid a broadband repair when required. At the point in the service assurance process when the network has completed the diagnostics and repair activity and passed the fault back to the customer as right when tested (RWT), fault not found (FNF) or customer mis-op, the customer has the option to make an appointment for a broadband special faults investigation 2 or accept the clear to close the fault.

SFI2 has a modular approach. The base module is the basic product and starts with an engineering visit to the end customer's premises to check the network at the network termination point (NTP) and run a series of tests to help locate the area of any problem. Any further work required in the network (including the exchange) will be carried out as part of BT's input into the SFI2.

The end customer's installation (wiring module and equipment module) can also be included within the SFI2 remit, at the partner's discretion. This will allow the SFI2 engineer to work in the end customer's premises to help resolve the issue. Charges can apply to some activities carried out as part of the SFI2.

The request will generate an appointed field engineering visit. This will be resourced by an engineer with appropriate skills, and the next available appointment will be offered to the partner. An appointment is mandatory for all SFI2's.

1. Point of No Return

Point of no return (PONR) applies to all SFI2 appointments and they cannot be cancelled or amended past this point. The PONR is set to 16:00hrs the day before the appointment.

2. Engineer Charges

Where a fault is found to be with customer equipment, internal wiring or where a fault cannot be found with the service, we reserve the right to charge for the visit.

4. Failure to Meet Service Levels

4.1 Onecom gives no service level guarantee that it will resolve any Incident within any particular timescale. Onecom's failure to resolve an Incident in accordance with any service level or other target set out in an Order or Schedule shall not constitute a breach of Contract, nor give rise to any liability of Onecom to the Customer.

4.2 In addition to clause 4.1, Onecom gives no Service Level Guarantee that it will complete any provision of Services within the target delivery timeframes, nor for occasions where Onecom and/or its 3rd Parties or Carriers have missed a pre-agreed appointment.

SIP Services (IPDC) & Teams DR

1. Service Description

IP Direct Connect (IPDC) is the product name for the SIP Trunking service. The service provides VoIP connectivity for certified PBXs, allowing inbound and outbound telephone through the network for termination with both national and international destinations. The SIP trunking service uses SIP (session initiation protocol) as the signalling method and offers both public and private access to the service, depending on the specific customer needs.

2. Service Availability

Service availability is defined as the ability of a service to perform its required function over a stated period of time. It is reported as the percentage of time that a service is actually available for use by the customer within agreed service hours.

Availability is calculated as:

Total number of minutes in the measurement period - unplanned downtime x 100 Note: If a service is partially available then the unplanned downtime shall be calculated in equal proportion, i.e. if a service is 50% available then the unplanned downtime will be calculated as 50% x the elapsed period of the incident.

Availability measurement period: one calendar month.

SIP Trunk Endpoint	Core (1)	Core (2)
Standard build	99.95%	99.50%
Resilient built (3)	99.95%	99.50%

Notes related to service availability

1. Core functions are defined as switching infrastructure, transmission equipment and core network, the service that supports call routing and termination.

2. Non-core functions include support systems and feature based services such as call divert.

3. A resilient build SIP trunking means an approved configuration such as dual SBCs in active/ standby mode offering geographic diversity. Please note the service availability and other measures within the SLA relate to the core SIP trunking service and does not include access or local CPE elements.

3. Fault Rectification

The following definitions will be applied to faults raised on the SIP Trunking product:

Severity	Description	Target time to resolve
Priority 1	Critical fault - Loss of service/ multiple services affected	6 hours
Priority 2	High - loss of service - single service	10 hours
Priority 3	Medium - disrupted service - multiple or single service	3 working days
Priority 4	Low - Single number destinations/ QOS	7 working days

4. SIP Trunking Call Quality Performance

As a means of determining and measuring the call quality of the SIP trunking service, Onecom measures the call quality of calls passing through the core IP network and session border controllers (SBCs).

The performance is measured using the Perceptual Evaluation of Speech Quality (PESQ) score that covers a scale from 1 (bad) to 5 (excellent) for call quality. The SIP Trunking Product supports the following CODECs, G.711 and G.729 for external call termination.

The PESQ score targets for the supported CODECs for the Gamma SIP Trunking product are as follows:

Codecs	Mean Average PESQ Score	Period
G.711	4.1	One calendar month
G.729	3.7	10 hours

The targets are measured from probes within the network auto generating test calls every 10 minutes through the SIP trunking network infrastructure. These performance measures apply to the performance provided within the core network.

5. Failure to Meet Service Levels

5.1 Onecom gives no service level guarantee that it will resolve any Incident within any particular timescale. Onecom's failure to resolve an Incident in accordance with any service level or other target set out in an Order or Schedule shall not constitute a breach of Contract, nor give rise to any liability of Onecom to the Customer.

5.2 In addition to clause 4.1, Onecom gives no Service Level Guarantee that it will complete any provision of Services within the target delivery timeframes, nor for occasions where Onecom and/or its 3rd Parties or Carriers have missed a pre-agreed appointment.

Horizon Services

1. Service Description

Horizon is a complete communications service for businesses that provides an extensive range of fixed and mobile telephony capabilities through easy to use web and mobile interfaces. The service allows you, the administrator, to easily manage your business telephony environment whilst enabling your employees to maximize their productivity. The service offers a range of clever features and an emphasis on control and administration through the web that takes the burden away from your IT team. For administrators, you can quickly configure the system according to your organisation's changing requirements, whilst your employees can manage calls easily and effectively through additional services, such as desktop and mobile client software.

2. Service Availability

1. Core Services
Horizon user subscriptions will be available 99.95% of the time within a calendar month.

2. Non-Core Services
The Horizon Graphical User Interface (GUI) will be available to end customers 99.9% of the time. Auto Attendant, Call Recording, and Unified Messaging subscriptions will be available 99.0% of the time.

Notes related to service availability:
✪ Core services are defined as the network switching infrastructure, transmission equipment and core network, the service that supports call routing and termination
✪ Non-Core functions include access to the portal and feature based services such as auto attendant, call recording, and unified messaging Please note the service availability and other measures with the SLA relate to the core Horizon service and do not access or local CPE elements.

3. Fault Rectification

The following definitions will be applied to faults raised on the Horizon product:

Severity	Description	Target time to resolve
Priority 1	Critical fault - Loss of service/ multiple services affected	6 hours
Priority 2	High - loss of service - single service	10 hours
Priority 3	Medium - disrupted service - multiple or single service	3 working days
Priority 4	Low - Single number destinations/ QOS	7 working days

4. Call Quality Performance

As a means of determining and measuring the call quality of the Horizon service, Onecom measures the call quality of calls passing through the core IP network and session border controllers (SBCs). The performance is measured using the perceptual evaluation of speech quality (PESQ) score that covers a scale from 1 (bad) to 5 (excellent) for call quality.

The Horizon product supports the following CODECs, G.711 and G.729 for external call termination.

The PESQ score targets for the supported CODECs for the Horizon product are as follows:

The targets are measured from probes within the network auto generating test calls every 10 minutes through the SIP trunking network infrastructure. These performance measures apply to the performance provided within the core network.

5. Hardware Faults

5.1 In line with section 11 of the General Business Solutions Terms, “Goods – warranties, replacements and returns”, the Goods, where new, are provided with the benefit of and subject to the manufacturer’s warranty and guarantee.

5.2 Where Onecom have, at its sole discretion, elected to provide replacement Equipment, it will aim to do so within two business days of this being agreed, subject to available stock.

6. Failure to Meet Service Levels

6.1 Onecom gives no service level guarantee that it will resolve any Incident within any particular timescale. Onecom’s failure to resolve an Incident in accordance with any service level or other target set out in an Order or Schedule shall not constitute a breach of Contract, nor give rise to any liability of Onecom to the Customer.

6.2 In addition to clause 6.1, Onecom gives no Service Level Guarantee that it will complete any provision of Services within the target delivery timeframes, nor for occasions where Onecom and/or its 3rd Parties or Carriers have missed a pre-agreed appointment.

Assured IP Broadband Services

1. Service Description

The assured IP Services are a family of DSL-based access services designed specifically to connect customers directly to the Onecom IP Telephony. The service is delivered over a dedicated and uncontended voice-only circuit, accessed via a provided and monitored Cisco router.

2. Target Service Levels

2.1 Concurrent Voice Channels The assured level of service will deliver an available number of concurrent channels according to the product ordered:

Products	Available G.729 Channels*	Available G.711 Channels*
Assured 5	5	2
Assured 10	10	4
Assured 15	15	6

**Subject to line conditions (determined by the distance from the exchange, state of the internal wiring and impact of external noise).*

2.2 Round Trip Delay The target level for round trip delay (sometime known as round trip latency) is <80ms. Round trip delay is measured for packets sent from the core network to the customer router and then back again. 10 x 200-byte ICMP packets are sent every 2 minutes.

2.3 Jitter The target level for Jitter is <± 45ms. In order for voice to be intelligible, consecutive voice packets must arrive at regular intervals. Jitter describes the degree of variability in packet arrivals, which can be caused by bursts of data traffic or just too much traffic on the line.

2.4 Packet Loss The target level for packet loss is <2%. Packet loss is measured in terms of packet delivery and is defined as the percentage of packets sent that reach their destination within a certain time. Packet loss is a common occurrence in data networks, but devices/applications are designed to simply request a retransmission of lost packets. Voice traffic can tolerate no more than a three percent loss of packets before callers experience disconcerting gaps in conversation.

2.5 Service Availability Onecom will provide a target service availability of 99.95% for its core network. The service availability relates to the service from the network edge to the IP Telephony platforms. The availability is measured over a three-month period and excludes any planned or emergency maintenance windows.

2.6 Fault Repair Times All faults surrounding assured access will be targeted to be rectified within 24 clock hours from the point that the issue is reported to and accepted by Onecom. Please note that clock hours run during the time the fault is in Onecom's control. Where a fault is with the customer the clock stops and only restarts when passed back to Onecom.

3. Failure to Meet Service Levels

3.1 Onecom gives no service level guarantee that it will resolve any Incident within any particular timescale. Onecom's failure to resolve an Incident in accordance with any service level or other target set out in an Order or Schedule shall not constitute a breach of Contract, nor give rise to any liability of Onecom to the Customer.

3.2 In addition to clause 3.1, Onecom gives no Service Level Guarantee that it will complete any provision of Services within the target delivery timeframes, nor for occasions where Onecom and/or its 3rd Parties or Carriers have missed a pre-agreed appointment.

Inbound Services

1. Service Description
The inbound portfolio comprises three product variables: Contact point, contact path and contact pro. Inbound services are provided in conjunction with a Onecom NTS number. This may be a geographic inbound number, a non-geographic 08 number or an 03XX number. Inbound contact point, path and pro provide end users with access to change their inbound call routing via a password protected website.

2. Service Availability
Service availability is defined as the ability of a service to perform its required function over a stated period of time. It is reported as the percentage of time that a service is actually available for use by the customer within agreed service hours.

Availability is calculated as:
Total number of minutes in the measurement period – unplanned downtime x 100

Note: If a Service is partially available then the unplanned downtime shall be calculated in equal proportion,i.e. if a service is 50% available, the unplanned downtime will be calculated as 50% x the elapsed period of the incident.

Availability measurement period: one calendar month.

Target availability for each service components is as follows:
- Call management platform: 99.99%
- End user portal (www.myinbound.com): 99.91%

The following shall not be included when calculating the service levels:
- Outages which are deemed by Onecom to be the result of matters outside of its direct control
- Planned or notified emergency maintenance works
- User error

3. Fault Rectification

The following definitions will be applied to faults raised on the inbound product:

Severity	Description	Time to Resolve
Priority 1	Critical fault - loss of service/multiple services affected	6 hours
Priority 2	High - loss of service - single reseller or service	10 hours
Priority 3	Medium - disrupted service - multiple or single reseller or service	3 working days
Priority 4	Low - single number destinations/QOS	7 working days

Please note that the above excludes service requests and is based on the assumption that the incident has been successfully reported by telephone to the appropriate Onecom department. All timescales are based on a resolution or a workaround and any issue requiring significant product development will follow service request principles.

4. Failure to Meet Service Levels

4.1 Onecom gives no service level guarantee that it will resolve any Incident within any particular timescale. Onecom's failure to resolve an Incident in accordance with any service level or other target set out in an Order or Schedule shall not constitute a breach of Contract, nor give rise to any liability of Onecom to the Customer.

4.2 In addition to clause 4.1, Onecom gives no Service Level Guarantee that it will complete any provision of Services within the target delivery timeframes, nor for occasions where Onecom and/or its 3rd Parties or Carriers have missed a pre-agreed appointment.