

onecom

Service Level Agreement

Mediant SBC Maintenance



1. Service Description

A range of AudioCodes SBC devices to be used in conjunction with the Exponential-e TCaaS service, if dedicated devices are required. Use of these devices may include support for international offices or analogue support.

2. Service Levels

2.1 Support Hours

The maintenance service is provided during the hours of 08:00 and 18:00 Monday to Friday.

2.2 Incident Severity

Onecom will initially determine the incident severity with the customer. Onecom may change the severity during repairs. For example, if an incident of severity 1 is temporarily repaired, then the incident may be reduced to severity 2. The new classification will determine the course of actions thereon.

Level	Class	Approval
1	Critical	<p>An incident that severely affects call processing service, traffic, and requires immediate corrective action for one or more end user sites.</p> <p>For example:</p> <ul style="list-style-type: none"> • A total or partial outage. Call processing is down for an entire site or multiple sites • Mission critical operations are severely impacted • Emergency calls (911/11.2/999) are not reliably working • No workaround is available
2	Major	<p>An incident that significantly affects system operation, maintenance, backup, provisioning, administration, and require fast attention.</p> <p>For example:</p> <ul style="list-style-type: none"> • A resilient installation has experienced a failure and is no longer resilient • System performance is degraded but still able to handle load • There is no reasonable workaround • Faults affecting the ability to monitor equipment
1	Minor	<p>An incident that does not significantly impair the function of the system and does not significantly affect service to customers.</p> <p>For example:</p> <ul style="list-style-type: none"> • Problem is not service affecting or has little impairment on the function of the system • Faults affecting provisioning or management of the equipment • Reasonable workarounds exist
2	Informational	<p>Defined as when the customer needs to inform Onecom of an activity, needs advice, or needs some general information.</p> <p>For example:</p> <ul style="list-style-type: none"> • Informing of upgrade or maintenance activities • Configuration questions, usability issues, documentation suggestions

2.3 Target Response Times

The primary method of reporting Critical and Major faults to Onecom should be by telephone. Faults reported by email may not be allocated to a support engineer in an appropriate timescale to provide the desired level of response.

Level	Target Response
1	1 hour
2	4 hours
3	16 hours
4	48 hours

2.4 Target Resolution Times

Level	Target Service Restoration	Target Issue Resolution
1	2 hours	7 days
2	6 hours	30 days
3	N/A	180 days
4	N/A	As required

2.5 Service Restoration Clock

The service restoration clock starts when a ticket has been allocated, the customer contacted, a severity assigned, and the initial diagnosis work has been completed. Tickets may be left open, post service restoration, for monitoring purposes. The clock stops when the ticket is closed or when a member of Onecom informs the customer of service restoration, whichever is sooner.

2.6 Escalation Path

The below escalation path will also be used if, at any point, the customer feels that the problem is not being addressed in a satisfactory manner.

Level	Escalation Point
1	Technical Support Agent
2	Service Desk Manager
3	Head of UC
4	Head of Service Operations
5	Operations Director

3. Failure to Meet Service Levels

- 3.1 When target quality parameters are not met, or when a customer is dissatisfied, they can also use the escalation path noted in section 2.8. Your Account Manager is primarily responsible for ensuring you are satisfied.
- 3.2 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.
- 3.3 In addition to clause 3.2, 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.

onecom



onecom.co.uk