



# Metro Gig 500/1000

## Fault Reporting

### How to report a fault to us

Call: 03333 445501 - Option 3, Option 1

Email: [fixedlinefaults@onecom.co.uk](mailto: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.

### 1. Service Description

Pure-fibre, symmetrical business broadband services offering speed, repair and reliability that's superior to consumer services. The two products deliver symmetrical speeds of either up to 500 Mbps (Metro Gig 500) or 1 Gigabit (Metro Gig 1000) and are delivered over the carrier's infrastructure, end to end.

#### 1.1 Service Level Agreement

This document describes the service level agreement (SLA) for the following products and services:

- MetroGig 500
- MetroGig 1000
- GigZone 500
- GigZone 1000

#### 1.2 Service Level Operating Hours

Onecom's full service levels operate between 8.00am and 6.00pm, Mon - Fri, excluding public holidays, unless otherwise noted. For the management of severity 1 'Critical' faults, our service levels operate outside of these core support hours, where we are available 24/7.

#### 1.3 Our Responsibilities

Onecom is responsible for the delivery of the circuit from the core network to (and including) the router (excludes wires only), broken down as follows:

- The internet access platform
- Internet peering relationships
- The customer circuit(s) to the platform
- Public IP address lease from the supplier's block
- Reverse DNS for the IP address range
- Provision of a helpdesk for call handling
- Fault resolution and escalation
- Proactive monitoring of access availability
- Outage alerts by email
- Utilisation stats of access circuits



## 1.4 Customer Responsibility

The customer is responsible for:

- Completion of the appropriate CRF describing the site, location and access requirements
- All connections, wiring and equipment connected beyond the router (excludes wires only)
- Definition of IP addressing on the local area network (LAN)
- Definition of an appropriate security policy
- Notifying Onecom of any changes to site and contact details
- Basic troubleshooting
- Reporting faults with the network
- Access to sites for fault resolution
- Adherence to the acceptable use policy
- Adherence to the Onecom terms and conditions

## 2. Service Levels

### 2.1 Internet Access Platform Characteristics

Platform metrics do not include the customer access service or any off-net service. Target internet access platform availability - 99.5%

- Internet access platform metrics shall not include any failure attributable to:
  - Scheduled network maintenance
  - A force majeure event

### 2.2 Incident Severity

Incident severity is classified thus:

Level	Class	Description
1	Major	Total loss of service, e.g. total circuit failure
2	Minor	Minor degradation of service, small or intermittent
3	Change	Change request, e.g. modification to configurations of equipment

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.

### 2.3 Target Response and Fix Times

Diagnosis and response times

The primary method of reporting emergency 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	By Phone	Email
1	1 hour	Inappropriate
2	4 hours	4 hours
3	Next working day	Next working day

The response time clock starts when a ticket is created on the Onecom ticketing system.



## 2.4 Target Service Restoration Times

### Level Target Restoration

1	8 hours
2	2 business days
3	N/A

2.4.1 Onecom will endeavor to meet the above Target Clearance Times; however, if during the fault investigation Onecom identifies that responsibility for the fault lies with a supplier/3rd party, the customer, any 3rd party contracted with the customer or due to 3rd party intervention, then the Target Clearance Time may be extended by Onecom.

2.4.2 The fibre optic cable deployed by the carrier shall have excess capacity to allow for fibre core failure thus providing alternative cores. However, in the event of a catastrophic failure to the network, i.e. severe cable damage induced by other 3rd parties resulting in a total breakage, progression towards resolution within Target Clearance Time may be affected.

2.4.3 Onecom will confirm to the customer the applicable fault category once it has determined whether the fault is a Critical Fault or a Non-Critical Fault.

2.4.4 Onecom will confirm if the fault is within the carrier's cable. If fibre core failure is diagnosed, engineers will splice a new fibre core to enable service to resume. If, however, the fault is of a catastrophic nature, the customer will be advised and given an estimated time for restoration of the fibre connection.

## 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 Emergency and Major Fault Escalation

Escalation means that more senior support staff will be made aware of the customer's fault and provide additional assurance to the customer. For continuity, the customer's point of contact at Onecom remains the same throughout the repair. Onecom will automatically escalate severity 1 and 2 incidents using the procedure below.

Escalation automatically starts once 75% of the service restoration target time has passed.

Time before escalation start

### Level Time

1	6 hours
2	1 business day
3	N/A

Incidents are further escalated, one tier at a time, after a certain number of elapsed working hours with no resolution. The interval between each escalation event depends on the severity of the fault according to the table on the following page.



## Level Interval

Level	Interval
1	2 hours
2	6 hours
3	N/A

## Escalation Path

### Level Person

Level	Person
1	Technical Support Agent
2	Service Desk Manager
3	Head of Service Operations
4	Operations Director

The above escalation is also used if, at any point, the customer feels that the problem is not being addressed in a satisfactory manner. A copy of this escalation path can also be found in your customer service plan.

## 3. Planned Engineering Works

### 3.1 Introduction

Planned engineering works is a known programme of network engineering work within our network providers' control. Our carrier will inform us and we will inform our customers of any foreseen work they find necessary to carry out within their own network which may affect the service or standards of performance.

The request for deferment of a planned outage by the customer will be subject to negotiation and agreement with each case considered on its merits.

### 3.2 Notification

The method to be used and target timescales will be discussed, and documented if required, between us. In most cases, unless specified otherwise, the notification will be an email to the nominated contact.

### 3.3 Timescales

Timescales for notifying our customers of work on transmission line plant, which will have a direct bearing on the perceived performance of the service, is a minimum of three working days.

Such work may take one of the following forms:

- Change over from MAIN to STANDBY working by the use of high speed switching equipment
- Momentary interruptions (MI), which may be of maximum duration of 1 minute during 'preferred' hours
- Out of service interruptions, where it is necessary to carry out work and where a 'make good' route does not exist a 'scheduled outage' will be necessary
- If the customer is unable to agree to the interruption to service then they must promptly contact Oncom to discuss and agree an alternative date and time if possible

If interruption of service cannot be agreed, then we will contact the relevant escalation contact point at our carrier.

It should be assumed that the work was completed as planned unless Oncom advises otherwise. Appropriate checks should be made by the customer before attempting to resume service.

### 3.4 Preferred Hours for Planned Works

Preferred hours for planned works are after 00:00 and before 06:00. Times when change-overs, M.I. (major incident) restorations and out of service interruptions that may be scheduled by our network providers, will be discussed between Oncom and the customer contact point, and documented if required.



## 4. Service Availability

### 4.1 Measuring Service Availability

Service availability over the relevant connection point shall be measured on each anniversary of the Service Operation Date over the twelve-month period up to and including such anniversary. For the purposes of calculating service availability, any period of service unavailability shall exclude any planned maintenance activities.