



WAN/MPLS – SLA

Fault Reporting

How to report a fault to us

Call: 03333 445501 - *Option 3, Option 3*

Email: servicedesk@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 Level Agreement

1.1 Product Description

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

- Ethernet
- EFM
- DSL/FTTC WAN/MPLS Tails

Brief Description and Responsibilities

Ethernet

Ethernet offers a dedicated, superfast and secure way to connect multiple sites to the Internet. It's provided over multiple carriers, such as BT, Virgin and Talk Talk Technologies, using ethernet and fibre technologies.

Ethernet First Mile

Ethernet First Mile (EFM) is built on proven and robust network structures using copper pairs to deliver a high capacity ethernet service, the perfect upgrade if you are still using SDSL for leased line services, offering increased bandwidth without the jump to full ethernet.

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 below. For the management of severity 1 'emergency' faults (see 2.2) with premium services (see 2.4), 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
- Associated hosted mailbox services
- 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
- 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
- All connections, wiring and equipment connected beyond the router
- All internal network routing so that the service operates in the manner intended

2. Service Levels

2.1 Internet Access

Platform metrics do not include the customer access service or any off-net service.

- Target internet access platform availability - 99.99%
- Target internet access platform packet - <0.1%
- 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 as follows:

Level	Class	Description
1	Critical	Total loss of service
2	High	Partial loss of service
3	Low	Intermittent/slow
4	Change	Change request

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 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	By Email
1	30 mins	Inappropriate
2	30 mins	4 hours
3	1 hour	4 hours
4	1 hour	Next working day

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



2.4 Target Repair Times

2.4.1 Premium

Internet access services in the premium category:

- Ethernet
- EFM

Level	Target Service Restoration
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1	6 hours
2	12 hours
3	48 hours
4	72 hours

2.4.2 Enhanced

Internet Access services in the enhanced category:

DSL with MPLS tail & enhanced care

Level	Target Service Restoration
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1	Next working day
2	Two working days
3	Two working days
4	N/A

2.4.3 Standard

Internet Access services in the standard category:

DSL with MPLS Tail

Level	Target Service Restoration
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1	Two working days
2	Three working days
3	Three working days
4	N/A

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 Oncom informs the customer of service restoration, whichever is sooner.

2.6 Multiple Short Service Failures

If the same circuit experiences multiple failures within the same month, Oncom will consider this a single outage event for the purposes of service restoration. The service restoration clock will be restarted from the point the subsequent failure has been diagnosed.



2.7 Outages and Maintenance

Network maintenance will normally be performed between 00:00 and 06:00, Monday to Friday.

Should maintenance be service affecting, the affected customers will be notified with three working days' notice, via the nominated email contact, detailing the work to be carried out and any effect on service. Under exceptional circumstances it may be necessary to perform emergency engineering work without prior notice. In that event, Onecom will use its best efforts to limit any resultant adverse effects on the customer's service.

2.8 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 Starts

Level	Premium	Enhanced	Standard
1	4 hours	18 hours	36 hours
2	9 hours	36 hours	54 hours

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 and the access technology employed at the site according to the following table.

Interval Between Further Escalation Events

Level	Premium	Enhanced	Standard
1	30 mins	2 hours	4 hours
2	1 hour	4 hours	5 hours

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 Service Operations
4	Operations Director

A copy of this escalation path can also be found in your Customer Service Plan.

2.9 Call Out Charge for Non Onecom Faults

Fault resolution sometimes means an engineer has to visit the site. If, while the engineer is onsite, the incident is discovered not to be a hardware or circuit failure under Onecom's control (e.g. the managed device has been unplugged, or there is a fault with customer equipment or facilities), Onecom reserves the right to charge the customer an engineering callout fee.



3. Failure to Meet Service Levels

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.

4. Planned Engineering Works

4.1 Introduction

Planned engineering works are 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.

4.2 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.

4.3 Timescales

Timescales for notifying our customers of work on transmission line plant, which will have a direct bearing on the perceived performance of ethernet 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 Onecom to discuss and agree an alternative date and time.

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 Onecom advises otherwise. Appropriate checks should be made by the customer before attempting to resume service.

4.4 Preferred Hours of 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 Onecom and the customer contact point, and documented if required.