



Fixed Line Services - SLA

Fault Reporting

How to report a fault to us

Call: 03333 445501 - *Option 3, Option 1*

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.

Ethernet DIA

1. Service Level Agreement

1.1 Product Description

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

- Ethernet
- EFM

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. 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
- 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 thus:

| 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 | 1 hour | 4 hours |
| 3 | 2 hours | 4 hours |
| 4 | Next working day | Next working day |

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



2.4 Target Repair Times

Level Target Service

| | |
|---|----------|
| 1 | 6 hours |
| 2 | 12 hours |
| 3 | 48 hours |
| 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 Onecom 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, Onecom will consider this a single outage event for the purpose 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 | 1 | 2 |
|------------|---------|---------|
| Escalation | 4 hours | 9 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 Time

| | |
|---|---------|
| 1 | 1 hour |
| 2 | 4 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

| 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

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.

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.



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 pre select).

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 | Fault Category | Service Level | Period of Cover | Target Clearance Time |
|------------|----------------------|---------------|---|--|
| Line fault | Minor fault | All | 08:00 - 18:00 Mon - Fri (exc bank holidays) | 48 hours |
| Line fault | Major/critical fault | Care level 1 | 08:00 - 18:00 Mon - Fri (exc bank holidays) | End of next working day plus one working day |
| Line fault | Major/critical fault | Care level 2 | 08:00 - 18:00 Mon - Sat (exc bank holidays) | End of next working day |
| Line fault | Major/critical fault | Care level 3 | 07:00 - 21:00 Mon - Fri (exc bank holidays) | If reported by 13:00, by the end of that day. |
| | | | 08:00 - 18:00 Sat - Sun | If reported after 13:00, before 13:00 on the next day. |
| Line fault | Major/critical 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 Services

1. Service Description

ADSL and ADSL2+ 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.

2. Service Level Agreement

2.1 ADSL & FTTC 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 is identified below.

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 48 hours | Within 72 hours |
| Priority 3 | Within 8 hours | Within 52 hours | Within 72 hours |

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

Classification of ADSL & FTTC Faults

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

3. Engineer Visits

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

Broadband special faults investigation 2 (SF12) is an end-to end maintenance service to investigate faults that have not been revealed through initial fault testing. SF12 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.

3.1 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.

3.2 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 Oncom gives no service level guarantee that it will resolve any Incident within any particular timescale. Oncom'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 Oncom to the Customer.

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



SIP Services (IPDC)

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) | Non-Core (2) |
|---------------------|----------|--------------|
| Standard build | 99.95% | 99.50% |
| Resilient built (3) | 99.99% | 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 | One calendar month |

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

2.1 Core Services

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

2.2 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:

| Codecs | Mean Average PESQ Score | Period |
|--------|-------------------------|--------------------|
| G.711 | 4.1 | One calendar month |
| G.729 | 3.7 | One calendar month |

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 $\pm 45\text{ms}$. 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.



Assured IP Broadband Services

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.



Inbound Services

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.

Metro Gig & GigZone Fibre Services

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, with a maximum contention ratio of 8:1.

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 below.

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

Escalation Path

| 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 Onecom 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 Onecom 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 Onecom 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.

5. Failure to Meet Service Levels

5.1 When target quality parameters are not met, or when a customer is dissatisfied, they can also use the escalation path noted in section 2.6.

5.2 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.

5.3 In addition to clause 5.2, 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.