

# Services Schedule

## Ethernet Connectivity and WAN Service Schedule

### 1. Service Description

**This Service Schedule incorporates the following technologies and infrastructures:**

- ★ Ethernet and Fibre
- ★ Ethernet First Mile (“**EFM**”)
- ★ WAN and SDWAN
- ★ Metro Gig 500/1000

**1.1** 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, using ethernet and fibre technologies. Traditionally delivered in bearer speeds of 100mb, 1GB and 10GB.

**1.2** EFM is built on proven and robust network structures using copper pairs to deliver a high capacity synchronous ethernet service, the perfect upgrade if you are still using symmetric digital subscriber line for leased line services, offering increased bandwidth without the jump to full ethernet. Speeds are based on the quantity of pairs ordered, but typically in 'up-to' variants of 10MB, 15MB and 20MB.

**1.3** Metro Gig 500/1000 provides a 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.

### 2 Definitions

**2.1** Terms defined in the Contract shall have the same meaning in this Schedule. The following definitions and rules of interpretation shall also apply:

<b>Acceptance Test Period</b>	5 Business Days from the date that the Customer is notified by Onecom in writing that the Service is ready for use (if applicable);
<b>Business Hours</b>	8:00am to 6:00pm on Business Days;
<b>Carrier</b>	any supplier used by Onecom to deliver the Services;
<b>Centralised Firewall</b>	an add-on to a WAN/SDWAN that provides a central security for the Customer network, and where applicable, provides the route to the public internet when broken out centrally by the Carrier;

<b>Onecom Equipment</b>	any equipment provided by Onecom at a Site in order to provide the Services;
<b>Customer Apparatus</b>	any apparatus situated at a Site, not being Onecom Equipment, and used by the Customer either in solitude or in conjunction with the Onecom Equipment, in connection with the Services;
<b>IP</b>	Internet Protocol;
<b>Network Terminating Equipment</b>	any apparatus provided by or utilised by a Carrier at the end of the communication path to the Site to provide a data connection to the Onecom Equipment;
<b>VPN</b>	virtual private network; and
<b>Wires Only</b>	where the network-related Customer Apparatus and/or routers are not supplied by Onecom or its Carriers.

Any words following the terms **including, include, in particular, for example** or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

### 3 Service Description

#### 3.1 Provision of the Service

- 3.1.1** Onecom shall use its reasonable endeavours to provide the Service by the Estimated Go-Live Date(s) or such later date(s) as Onecom may notify the Customer, subject to the Customer ensuring (at the Customer's cost) that all consents, approvals, servitudes, rights of way necessary for the provision of the Services to the Site and other similar rights relating to installation of the Onecom Equipment have been obtained.
- 3.1.2** We may obtain services from a Carrier(s) in order to supply the Services.
- 3.1.3** To enable Onecom to carry out its obligations under this service Schedule, the Customer shall;
- 3.1.3.1** permit or procure permission for, Onecom or anyone acting on Onecom's behalf (including without limitation any third party suppliers) access to the Site at all reasonable hours and on reasonable advance notice for the purpose of providing the Services and/or Onecom Equipment and shall ensure that a safe and suitable environment is provided for such visits;
- 3.1.3.2** prepare the Site(s) and the Customer networks in accordance with Onecom's reasonable instructions;
- 3.1.3.3** (save where the Customer has contracted with Onecom for an installation service) connect any tail circuits to the Network Terminating Equipment in accordance with Onecom's reasonable instructions; and

- 3.1.3.4** procure (and be responsible for the cost of procuring) any third party consents that may be required for Onecom (and/or its contractors and suppliers) to install and retain the Service(s) and, if applicable, the Network Terminating Equipment at the Site(s), including without limitation, any landlord wayleave consents.
- 3.1.4** Normally, access to the Site will only be required during Business Hours. If Onecom and/or anyone acting on Onecom's behalf requires access at other times, the Customer will permit or procure permission for access and will provide such reasonable assistance and information as Onecom may request from time to time. Any request by Onecom to carry out work at other times may be refused by the Customer, but the Customer acknowledges that Onecom's obligations under this service Schedule may be impacted. Any request by the Customer for Onecom and/or anyone acting on its behalf, to carry out work at other times may be refused by Onecom, but if so accepted, Onecom shall notify the Customer, and such work may be charged to the Customer.
- 3.1.5** Failure or delay of the Customer to install and/or connect any Network Terminating Equipment (where the Customer is responsible for doing so) within the Acceptance Test Period shall not result in any delay to the Go-Live Date or the Customer's obligation to pay any applicable Charges.
- 3.1.6** The Charges are subject to survey prior to Service installation. Onecom shall endeavour to complete the survey within 26 Business Days of an Order.
- 3.1.7** If following such survey, Onecom determines that excess construction charges are payable by the Customer, Onecom shall notify the Customer of such, and all work relative to providing the Services shall be suspended without penalty until the Customer provides Onecom with written acceptance of such charges. In such circumstances, the Customer may cancel the Order by providing written notice to Onecom. If the Customer has not provided Onecom with written acceptance of such charges within five Business Days, Onecom shall be entitled to immediately cancel the Order without liability to the Customer.
- 3.1.8** Where no excess construction charges have been confirmed following the survey, the provision of the Services will automatically continue.
- 3.1.9** Onecom reserves the right to modify or withdraw any quotations and/or delivery timescales previously provided, following completion of such surveys and checks.
- 3.1.10** Should the provision of Services be cancelled after the point of acceptance of excess construction charges and/or after five Business Days of confirmation that no excess construction charges are applicable, Onecom reserves the right to charge cancellation charges for any work carried out by Onecom (or any third party acting on Onecom's behalf) or any costs incurred by Onecom (or any third party acting on Onecom's behalf) in installing and provisioning the Services, in addition to any administration charges imposed on Onecom by the Carrier(s).
- 3.1.11** Onecom and its suppliers, in accordance with best industry practice, operate a two-week network freeze during late December and/or early January and consequently, no Service(s) can be handed-over or changes effected to existing Service(s) during this period and lead-times shall be extended accordingly. For the avoidance of doubt, existing Service(s) will continue to be provided and supported as usual during the network freeze.
- 3.1.12** The Customer may at any time prior to the Go-Live Date request that provisioning of the Service is placed on temporary hold.

- 3.1.12.1** Whilst not guaranteed, if Onecom agrees in writing (including via email) to the request, the Order relevant to such Service(s) shall be placed on hold for a period not to exceed 90 calendar days.
- 3.1.12.2** The Customer may at any time request in writing (including via email) that the Order for the relevant Service(s) be taken off hold, whereupon Onecom shall continue to provision the same.
- 3.1.12.3** If an Order for the relevant Service is not taken off hold, pursuant to paragraph 3.1.12.2 above prior to the expiry of the ninety (90) calendar day period, such order will be automatically terminated and;
- 3.1.12.4** the Customer shall be liable to pay Onecom any costs incurred by Onecom, including those levied on Onecom by the underlying Carrier(s) as a result of the termination of the Order; and
- 3.1.12.5** Onecom shall place a new order with the underlying Carrier(s) for the relevant Service(s).
- 3.1.13** Onecom cannot guarantee Services against unauthorised interruption or interception by third parties or that the Services shall be error free and/or uninterrupted. The Customer agrees that use of the Service is at its sole risk. Onecom makes no warranty that the Service will meet the Customer's requirements.
- 3.1.14** The Customer may use the Services to link to other networks, provided that the Customer complies, at all times, with any policies and/or terms and conditions imposed by the operators of such other networks.
- 3.1.15** The Customer agrees that it will not perform or allow anyone else to perform any unauthorised IP or port multicasting, spoofing, broadcasting, vectoring, filtering translation or routing.
- 3.1.16** Onecom reserves the right to suspend the Service(s) temporarily in order to protect the Carrier(s) network in the event that the Customer has been notified of an impending denial of service attack or other act of cyber-terrorism.

## **3.2 Charges**

- 3.2.1** If Onecom carries out work in response to a Service fault reported by the Customer and following such work Onecom determines that (i) no Service fault is found and/or (ii) the fault was due to an act or omission by the Customer, then Onecom shall be entitled to charge the Customer for any such work.
- 3.2.2** Onecom reserves the right to impose abortive visit charges on the Customer where by way of example without limitation, the Customer provides Onecom with an incorrect address for attendance and where the Customer does not agree or is otherwise unable to receive the Service at the time agreed between Onecom, the Carrier and the Customer. Where the Customer has failed to agree an alternative appointment date with Onecom within 30 days from the previously agreed appointment date, Onecom may, where Onecom is not at fault, cancel any work at the Site. If Onecom cancels the request for work at the Site in accordance with this paragraph, the Customer must pay the appropriate cancellation charges where applicable.
- 3.2.3** Onecom reserves the right to invoice the Customer for any administration charges Onecom incurs as a result of the Customer providing a materially incorrect or incomplete information in respect of an Order.
- 3.2.4** The Customer shall not be entitled to any reduction in Charges if the Customer does not use all or any part of the Services.

### **3.3 Equipment**

- 3.3.1** Onecom accepts no liability for any loss the Customer may suffer as a result of use or misuse of Customer Apparatus by the Customer's (or someone acting on the Customer's behalf), for any damage to the Customer Apparatus caused by the Customer (or someone acting on the Customer's behalf) or as a result of any faults in Customer Apparatus.
- 3.3.2** Except as expressly stated in the Contract, Onecom Equipment and Network Terminating Equipment shall remain Onecom's property and form part of the Services notwithstanding that it may be situated on or affixed to a Site.
- 3.3.3** Notwithstanding paragraph 3.3.2, the Customer shall be responsible for all loss, damage or destruction to Onecom Equipment while situated at a Site other than as a result of Onecom's act or omission. The Customer shall notify Onecom immediately of such loss or damage. In particular (without prejudice to the generality of the foregoing) you undertake to ensure:
  - 3.3.3.1** that Onecom Equipment is kept at the Site and not moved;
  - 3.3.3.2** that all instructions relating to Onecom Equipment notified by Onecom to you are complied with;
  - 3.3.3.3** not to cause Onecom Equipment to be repaired or otherwise maintained except by Onecom or its authorised representative;
  - 3.3.3.4** not to attempt to sell, transfer, dispose of, let, mortgage or charge Onecom Equipment or suffer any distress, seizure or execution to be levied against the Onecom Equipment or otherwise do anything prejudicial to Onecom or the owner's rights in the Onecom Equipment.
- 3.3.4** The Customer shall ensure at the Customer's cost that a suitable environment, accommodation, facilities and electrical power in accordance with the relevant installation standards and regulations is provided and maintained for the duration of the Contract. Onecom shall not be responsible for any interruption or failure of the Service caused by a failure of such power supply. This includes, but is not limited to, cables, trunking, electricity and air-conditioning as are required to receive the Service(s) and ensure the correct operation of the Network Terminating Equipment.
- 3.3.5** Onecom and/or the Carrier(s) shall attempt to comply with the Customer's reasonable requests in respect of installation of the Onecom Equipment but Onecom's decision shall be final.
- 3.3.6** The Customer shall ensure that Onecom Equipment is not altered, adjusted or interfered with in any way unless Onecom has given prior written consent save in the case of emergency and provided that the Customer advises Onecom immediately thereafter of the emergency action taken and the circumstances requiring it. The Customer shall indemnify Onecom in full against any costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) suffered or incurred by Onecom due to such action.
- 3.3.7** Onecom shall have the right to modify or replace Company Equipment or any part thereof provided that such modification or replacement is carried out at Onecom's expense and does not materially impair the Services.
- 3.3.8** The Customer shall permit, or procure permission for, Onecom and Onecom's authorised representatives to have free and safe access to the Site to inspect, install, repair, maintain or replace Onecom Equipment and to provide the Services during the term of the Contract.

- 3.3.9** Customer Apparatus connected to the ethernet service must be technically compatible with the Services and connected and used in compliance with any applicable instructions and standards and Applicable Laws. Any such Customer Apparatus shall not cause any damage to the Carrier(s) network, the Services, any other Customer network or the network of any underlying service provider.
- 3.3.10** In the event the Customer becomes aware that any Customer Apparatus connected to the Services does not comply with the relevant instructions, standards or Applicable Laws, the Customer shall immediately disconnect the Customer Apparatus or ensure its immediate compliance. Failure to disconnect non-compliant Customer Apparatus may result in Onecom disconnecting it at the Customers cost, and/or immediate terminating the Service.
- 3.3.11** Onecom will not be liable for any failure to meet any service levels or any failure to the Services or any other obligations if such failure has been found to be caused by the connection of any Customer Apparatus, other than in compliance with clause 3.3.9.
- 3.3.12** Where the Order is for a Wires Only product, it is the sole responsibility of the Customer to source, provide and maintain suitable Customer Apparatus to work in line with the Services.
- 3.3.13** The Onecom demarcation point for such services will be the Network Terminating Equipment.

### **3.4 Liability**

- 3.4.1** The Customer shall ensure that the Services meet its requirements prior to entering the Contract. Onecom shall not be liable for any loss which is suffered or costs which are incurred as a result of Services and/or Company Equipment not meeting the Customer's requirements.
- 3.4.2** Onecom shall accept no liability whatsoever for any loss suffered by the Customer, or any third party as a result of:
- 3.4.2.1** Service(s) installation, including but not limited to loss caused by the installation of any Customer Apparatus or Onecom Equipment; or
- 3.4.2.2** any faulty Customer Apparatus. Notwithstanding any list of suitable Customer Apparatus which may be published by Onecom, Onecom does not warrant that any particular Customer Apparatus shall be compatible with the Services and Onecom shall not be responsible for supporting any Customer Apparatus; or
- 3.4.2.3** the use or misuse of the Customer Apparatus by the Customer. In particular, Onecom is not liable whatsoever for damage caused by the Customer or the Customer's failure to correctly reconfigure any Customer Apparatus; or
- 3.4.2.4** the Services no longer being accessible because of anything which is done to the Customer Apparatus, including without limitation any alternations to Customer Apparatus settings.
- 3.4.3** Onecom gives no 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.

### **3.5 Termination**

- 3.5.1** Upon termination of the Contract or cessation of the Services (for any reason whatsoever) Onecom may, by giving notice to the Customer:

- 3.5.1.1** require the Customer (at the Customer's cost and risk) to immediately return the Onecom Equipment to such location as Onecom may specify to the Customer in writing; and/or;
- 3.5.1.2** enter any Site to repossess any Onecom Equipment and/or Network Terminating Equipment which is owned by Onecom, its agents, contractors or Carriers.
- 3.5.2** Onecom shall take no responsibility for, or guarantee that, the Customer will remain the owner of any IP address or any features of a connection following cessation of the Services.
- 3.5.3** Following termination of the Services, Onecom shall be under no obligation to provide the Customer with access to any service management tool provided to the Customer.

### **3.6 Centralised Firewall**

- 3.6.1** Where provided as part of a WAN/SDWAN, unless agreed otherwise, the Centralised Firewall is, and shall at all time remain, owned by Onecom and/or its Carrier(s).
- 3.6.2** The Centralised Firewall is part of an overall security policy and does not guarantee total security, for example vulnerabilities may exist in traffic flows that are permitted by the firewall policy.
- 3.6.3** Where required, site-to-site VPN tunnels can be requested (quantity limitations apply from vendor to vendor) through the service desk. It is the Customer's responsibility to ensure the software/remote VPN device is configured correctly. Onecom will not undertake any work or take responsibility for third party equipment configurations or software.
- 3.6.4** A total of 10 changes per month to the Centralised Firewall shall be provided at no additional charge. Additional changes shall be subject to additional charges. It is possible that a single change request may include multiple changes, in which case each change within a request will be count as a single change.
- 3.6.5** Firewall policy changes requested will normally only be carried out during normal Business Hours.
- 3.6.6** Onecom cannot be held responsible for security weaknesses that arise through implementing changes requested by the Customer, however all change requests are checked by Onecom to attempt to ensure security vulnerabilities will not occur.

# Service Level Agreement for Ethernet DIA

## Fault Reporting - How to report a fault to us

**Call:** 03300 888 999 - *Option 3, Option 4*

**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.**

## 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 8:30am and 5:30pm, 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

## 1. 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 e-mail
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 00:00am and 6:00am 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
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.

### 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 00:00am and before 6:00am. 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.

# Service Level Agreement for WAN/MPLS

## Fault Reporting - How to report a fault to us

**Call:** 03300 888 999 - *Option 3, Option 4*

**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 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

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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

### 2.4 Target Repair Times

#### 2.4.1 Premium

Internet access services in the premium category:

- ✦ Ethernet
- ✦ EFM

Level	Target Service Restoration
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
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
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 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 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 00:00am and 6:00am, 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

- 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.

## 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.

# Service Level Agreement for Metro Gig 500/1000

## Fault Reporting - How to report a fault to us

**Call:** 03300 888 999 - *Option 3, Option 4*

**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, 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:**

- ✦ Metro Gig 500
- ✦ Metro Gig 1000
- ✦ Gig Zone 500
- ✦ Gig Zone 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.

## 1.3 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	E-mail
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 endeavour 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 days
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	Escalation point
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 00:00am and before 6:00am. 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.