

Active Support Service Level Agreement

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unified
communications
means **freedom**

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➤ Scope

This Service Level Agreement (SLA) describes the levels of service that Freedom provide to support the specific solution requirements documented in the Active Support Contract.

The scope of this Service Level Agreement covers allocation of resources with the required levels of knowledge and experience to provide support services across the solution. The agreement does not cover 3rd Party Applications, Unsupported Hardware or Peripherals including but not limited to devices such as servers, telephones, laptops, computers, headsets or cameras.

➤ Service Definitions

Freedom offer a set of certified, experienced and competent people who can support your full Unified Communications solution. Our telecommunications heritage, together with our expertise in networks and IT infrastructure, allow us to deliver and support integrated unified communications solutions.

The Freedom Service Desk provides a single point of contact for all Incidents, Service Requests, Change Requests and Escalations. Service Requests are captured through Request Fulfilment, and may include for example Requests for Information, Moves, Adds and Changes (MACs) or Professional Service Days (PSDs) such as training or consultancy.

➤ Service Provision

The support service provided under the SLA includes the following standard services:

- Telephone and e-mail Incident/Request reporting.
- Tier 1, 2 and 3 support provided by Manufacturer accredited Freedom engineers
- Remote and On-site Incident support
- Underpinning support via Tier 4/Development level Manufacturer support

➤ Optional Service Provision Features

The below list are services that are not inclusive of the standard service but can be included as optional items under this Service Level Agreement, if chosen these will be highlighted on your Active Support contract:

- 24x7 Remote Monitoring and Management of service, storage and devices
- 24x7 Proactive Management – including configuration management
- Inclusive Moves, Adds and Changes (MACs) - maintain all single solution requirements.
- Inclusive Professional Services Days (PSDs) – Budget for on-going projects and consultancy
- Service Delivery Management – Nominated contact to manage escalations and host reviews
- Technical Health Checks - Annual strategic review of solution and improvement recommendations
- Support for End-User issues or devices – such as handsets, headsets and video conferencing.

➤ Hardware RMA Process

Where an identified failure in any supported Hardware is found either through remote management or incident diagnosis an RMA hardware unit will be shipped to the customer premises. The customer shall be responsible for receiving the RMA unit and providing access for engineering resources to the relevant location of the failed item to provide a repair. Freedom will provide onsite support where required to ensure the replacement unit is installed and configured appropriately.

Supported Hardware items will be detailed in the Active Support Contract.

➤ Support Coverage Windows

Freedom provide five levels of Hours of Service as standard, the hours of support will be defined within the Active Support Contract, by service, organisation or department.

➤ Monday to Friday 9:00am – 17:00pm (8x5)

Hours	P1/P2 Incident	P3/P4/P5 Incident	Request Fulfilment
Monday to Friday	9:00 – 17:00	9:00 – 17:00	9:00 – 17:00
Saturday			
Sunday			
Bank Holiday			

All Incidents and Service Requests will be managed within core business hours (09:00-17:00)

➤ Monday to Friday 8:00am – 20:00pm (12x5)

Hours	P1/P2 Incident	P3/P4/P5 Incident	Request Fulfilment
Monday to Friday	08:00 – 20:00	9:00 – 17:00	9:00 – 17:00
Saturday			
Sunday			
Bank Holiday			

➤ Monday to Sunday 8:00am – 20:00pm (12x7)

Hours	P1/P2 Incident	P3/P4/P5 Incident	Request Fulfilment
Monday to Friday	08:00 – 20:00	9:00 – 17:00	9:00 – 17:00
Saturday	08:00 – 20:00		
Sunday	08:00 – 20:00		
Bank Holiday			

➤ 24/7 Support Excluding Bank Holidays (24/7 ex BH)

Hours	P1/P2 Incident	P3/P4/P5 Incident	Request Fulfilment
Monday to Friday	24/7	9:00 – 17:00	9:00 – 17:00
Saturday	24/7		
Sunday	24/7		
Bank Holiday			

➤ 24/7 Support Including Bank Holidays (24/7 365)

Hours	P1/P2 Incident	P3/P4/P5 Incident	Request Fulfilment
Monday to Friday	24/7	9:00 – 17:00	9:00 – 17:00
Saturday	24/7		
Sunday	24/7		
Bank Holiday	24/7		

For Incidents that are raised out of hours (17:00 – 09:00) support from Freedom will solely focus on service restoration for Priority 1 or Priority 2 Incidents; the associated root cause analysis will be carried out within normal business hours. Problem management and Request Fulfilment is provided within business hours only.

Requests for support received outside of the customers hours of cover will be logged the next working day.

➤ Incident & Service Request Targets

➤ Data & Voice Solutions

Freedom provides the following levels of response for requests in relation to the corresponding Severity Levels for the following Services:

Data Solutions (LAN/WAN/WLAN)	Session Border Controllers	Traditional PBX & Applications (Alcatel OXE/OXO)
Microsoft Lync Enterprise Voice	Video Conference Solutions	Inbound Call Routing
SIP Connectivity	Mobile and M2M	Contact Centre Solutions
Hosted Telephony (FACT - Horizon)	x	x

Priority Level	Incident Severity	Target Remote Response	Target Resolution	Automated Senior Manager Escalation
Priority 1	Critical	2 Hours	4 Hours	Immediate
Priority 2	High/Urgent	4 Hours	8 Hours	6 Hours
Priority 3	Medium/Major	8 Hours	3 Days	2 Days
Priority 4	Low/Minor	12 Hours	7 Days	5 Days
Priority 5	Cosmetic/Very Low	24 Hours	14 Days	12 Days
Service Requests	Requests	8 Hours	3 Days	2 Days

➤ O365 & Call Recording Solutions

Freedom provides the following levels of response for requests in relation to the corresponding Severity Levels for the following Services:

Office 365 Support	Voice Page Wireless Communication System	Call Logging/Recording Solutions
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Priority Level	Incident Severity	Target Remote Response	Target Resolution	Automated Senior Manager Escalation
Priority 1	Critical	2 Hours	12 Hours	Immediate
Priority 2	High/Urgent	4 Hours	24 Hours	6 Hours
Priority 3	Medium/Major	8 Hours	4 Days	2 Days
Priority 4	Low/Minor	12 Hours	10 Days	5 Days
Priority 5	Cosmetic/Very Low	24 Hours	30 Days	12 Days
Service Requests	Requests	8 Hours	4 Days	2 Days

➤ Network Services Lines & Connectivity

Freedom provides the following levels of response for requests in relation to the corresponding Severity Levels for the following Services:

ISDN2/30 & Landlines	Internet Connectivity (ADSL, SDSL, FTTC, Leased Lines, MPLS, EFM)
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Service	Care Level	Target Remote Response	Target Resolution
Fixed Lines	Care Level 2	2 Hours	36 Hours
Fixed Lines	Care Level 3	2 Hours	24 Hours
Fixed Lines	Care Level 4	2 Hours	6 Hours
Internet Connectivity	Standard Care	2 Hours	40 hours
Internet Connectivity	Enhanced Care	2 Hours	6 Hours

Network Service targets for Response and Resolution are based on carrier committed service levels. All Fixed lines services are subscribed to either Care Level 2, 3 or 4 at the time of ordering. All Priorities will be subject to the same response and resolution. All Internet Connectivity services are subscribed to either Standard Care or Enhanced Care and follow the same process.

➤ Service Targets

Freedom's initial response to a request will be made by the single point of contact service desk at Freedom Communications. The Service Desk will take all the necessary details, and raise a request using the ITSM toolsets to log, categorise and complete an initial assessment on priority.

The Service Desk will provide the customer with a unique reference number for the request and will allocate the necessary technical resource from Freedom to respond to the request within the timeframes indicated in the table above. The timeframes are based on the agreed priority set when raising the request.

Freedom's response to a reported request will involve the incident being accepted by a qualified resource and commencing with performing remote diagnostics on the incident. On all Priority One Critical incidents the Senior Management team and Service Operations Management team at Freedom are instantly notified and kept updated on progress.

Freedom's resolution to a reported request will be provided via either temporary workaround or permanent fix. Freedom will always endeavour to resolve Incidents as quickly as possible, to prevent further disruption to the customers' business and provide frequent progress reports to the customer.

On all Priority One Critical incidents the Senior Management team, Account Manager and Service Operations Management team at Freedom are instantly notified and kept updated on progress. Freedom's KPI will be to achieve over 90% adherence to these targets.

Target resolution hours and days are based on the customers selected hours of service. For example 3 Days is equal to 72 working hours. On a 24/7 contract this would be 3 elapsed days, on a 9x5 contract this would equate to 9 elapsed working days.

➤ Exclusions and SLA triggers

Freedom strive to create working partnerships with all customers, and will always do everything possible to rectify a customer's issue in a timely manner.

However, there are a few exclusions. This SLA does not apply to:

- failures that have been caused by End User misconfiguration or misuse; and,
- any equipment, software, service or other parts of the IT system not listed in the Active Support Contract.

Additionally, this SLA does not apply when:

- the Incident has been caused by using equipment, software or services in a way that is not recommended;
- the customer has made unsuccessful or unauthorised changes to the configuration or set up of affected equipment, software or services which caused the Incident;
- the customer has prevented Freedom from performing required maintenance and update tasks, or applying a patch release which would resolve the root cause; or,
- the Incident has been caused by unsupported equipment, software or other services.

Where an Incident's root cause is outside of the scope of service, Freedom will be deemed to have not breached any of the service requests regarding response or resolution targets. In such circumstances Freedom also reserve the right to charge on a Time and Materials basis for the time taken to support the resolution.

This SLA does not apply in circumstances that could be reasonably said to be beyond Freedom's control, for instance severe weather, floods, fire, or criminal damage.

This SLA also does not apply if the customer is in breach of its contract with Freedom for any reason. (E.G late payment of support & maintenance fees.)

The table below details the triggers that will Start, Stop and Pause the above Service Levels:

Service Level	Start	Stop	Pause
Response	Incident is raised within Freedom's ITSM Toolset	Incident is accepted by the Technical Team	Status is awaiting customer response, is outside of customer supported hours or has been raised with Manufacturer
Target Resolution	Incident is raised within Freedom's ITSM Toolset	Incident is resolved through workaround or permanent fix	Status is awaiting customer response, is outside of customer supported hours or has been raised with Manufacturer

Freedom will pause the targets on the reported incidents for the following reasons:

- unsupported Hardware or Network failure or Non Supported infrastructure;
- the failure is caused by a code bug which requires support from Manufacturer or Vendor; or,
- to progress with the Incident the customer needs to provide further information, provide test result information, authorisation to progress, or authorisation to access customer premises.

Whilst any Incident or Request is in a holding state, the elapsed time will not count towards the target response or resolution times.

➤ Incident Classification

Freedom will classify an Incident using the following Impact Level matrix. The classification will be agreed with the Customer at the time of raising an incident.

At any stage the customer can request that the Priority of an Incident be increased, based on an increase in the Urgency or the Impact to the business, this would be done through escalation following the escalation procedures outlined below.

Priority Matrix		Impact		
		High (Core Business function affected)	Medium (Core Business function partially affected)	Low (Core Business function unaffected)
Urgency	High (Total Solution Failure)	Priority 1	Priority 2	Priority 3
	Medium (Substantial Solution Failure)	Priority 2	Priority 3	Priority 4
	Low (Partial Solution Failure)	Priority 3	Priority 4	Priority 5

Whereby the following Priority Level definitions apply:

Priority Level	Severity	Severity Level Description
Priority One	Critical	A failure of the entire service where the customer is experiencing a complete loss of Services
Priority Two	High	A failure where there has been a substantial loss of the services, which has created a significant impact to the users
Priority Three	Medium	A failure where there has been a partial loss of services, and the core business is partially effected
Priority Four	Low	Minor failure where single users are partially effected
Priority Five	Planned/ Very Low	A partial failure where core business functions are unaffected or cosmetic issues

➤ **Manufacturer Tier 4 Engagement**

Freedom will escalate an incident to the Manufacturer where the fault is deemed to be due to a probable bug within the application, and not a configuration issue or where Freedom require Manufacturer based R&D support to progress the Incident. Freedom will manage the incident with the Manufacturer, providing the relevant logs from the system and coordination of resources.

➤ **Customer Responsibilities**

➤ **Remote Access**

In the majority of cases, incidents and problems are able to be resolved through remote support. Reliable remote access to the required areas of the system is therefore imperative. Failure to provide remote access to the solution will most likely incur longer times to provide a resolution which will impact the service levels, and result in a greater volume of site visits.

Remote access requirements will be determined and setup at the start of the support contract. Any specific requirements for remote access such as specialist software should be provided by the customer to Freedom Communication.

➤ **Physical Access**

Where an incident cannot be resolved through Remote Access, (in the example of a hardware fault) physical access to site will be required.

Site access requirements will be determined at the start of the contract, and Freedom will comply with any requirements the customer has for access such as providing method statements, health and safety compliance as well as photo identification.

Freedom will also require a sign off sheet for completion of work completed on site, which will detail the work completed by our engineer.

➤ Service Operations Handbook

➤ The Service Desk

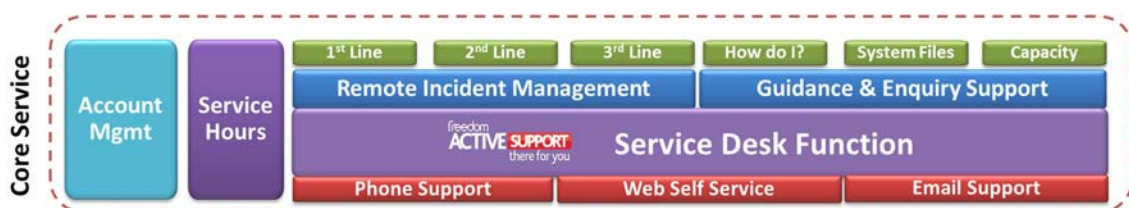
Underpinning all provided services is a dedicated Single Point of Contact Service Desk at Freedom. Utilising ITIL best practise the function of the Service Desk provides a full managed service for any Incidents and Service Requests on any supported capability provided by Freedom.

Freedom's Tier One Service Desk are a Skilled Service Desk, targeted on a high level percentage of first level resolutions. Through advanced technical training across all technical solutions at Freedom, this team offer a true single point of contact to Freedom's customers. The Service Desk will complete initial diagnosis on any reported Incident or Request and attempt to provide a first level resolution, if there is a requirement to Escalate further the team will retain ownership and liaise with Internal 2nd and 3rd Line teams, or Approved Partners or Vendors in accordance with agreed Underpinning Contracts, continuing to provide clear updates through to satisfactory resolution.

Where engagement with our Approved Partners or Vendors is required, the Service Desk at Freedom will still maintain their responsibility as Single Point of Contact, providing regular and timely updates, chasing to achieve Service Level Targets and maintain a holistic awareness of all requests or Incidents currently raised and how they may affect each other.

The Service Desk accept the reporting of Incidents or Requests via telephone or email and will shortly be launching an Online self-service portal where customers can log, update and resolve Incidents and Service Requests on a 24/7 basis providing full transparency to our customers, as well as receive access to Knowledgebase articles, request access to services and download supported software.

Through the Service Desk Freedom provide full support for Incident Management and General Guidance & Enquiry Support, ensuring that whatever the requirement you have someone you can speak to.



➤ Our Best Practice Approach

Incident Management

Freedom prioritise all Incidents based on the Impact and Urgency with the customer, and take full ownership of the Incident through to resolution either through remote configuration, or physical resolution on site through hardware configuration or replacement.

Service Request Management

The Service Desk own all requests into Service providing a helpline for general advice or enquires, basic training requirements or programming requests for standard changes.

Problem Management

Any repeat Incident, or Major Incident that's been resolved but the root cause was unknown or unclear is managed by Freedom's Problem Management team. This ensures that future impacts or potential impacts to service are managed, investigated and resolved. Freedom take a holistic view on Problem Investigation, and ensure if a problem has occurred to one customer, that all customers that could be at risk of the same service degradation are identified and communicated with, ensuring the ongoing health of your services.

Change & Release Management

Changes to an IT environment are the biggest cause of future incidents or degradation in services. Freedom have a detailed Change Management process, which assesses the risk of changes being made, considers the back out planning of any changes and ensures a forward schedule of change is published to the service desk and the customer to ensure changes are communicated and carried out made successfully. All changes that carry a risk are fully agreed and approved by the customer before being considered for implementation.

Configuration Management

Through configuration management, a detailed database will be populated during the service transition with the exact configuration items in place that make up the solution, their relationships to each other and key identification attributes such as a location, serial numbers and versions. This configuration will be stored electronically as a CMDB present within the Support Works ITSM toolsets in use at Freedom. This CMDB will support all processes at Freedom.

Through configuration control, this CMDB is updated as part of any Change request through base lining activity be it a small change, or through project activity to ensure the latest information is always available. An annual verification and audit is completed at control renewal time to confirm the exact configuration and ensure this matches that recorded within the ITSM toolset.

➤ Incident Reporting

Through either pro-active monitoring or reactive incident reporting from our Customers the Service Desk at Freedom record all necessary details and apply an initial classification.

All Incidents and Requests should be raised with the Freedom Service Desk via e-mail, telephone or web portal by named customer systems operators. The caller should provide Freedom with the core information listed below on initial submission:

- Effected User Name and User Location
- Effected User contact number, email
- Service or CI affected
- Impact of service provided
- Urgency of service impacted
- Brief description of issue/symptoms
- Any diagnostics or technical information gathered prior to incident being raised with Freedom
- Recommended Urgency and Impact (High, Medium, Low)

Freedom Service Desk contact details are:

- **Telephone** – 01923 654321 Option 2
- **Email** – service@freedomcomms.com

Freedom will log the Incident against a unique incident reference number and begin initial diagnosis towards a resolution. In order to successfully address an incident in a timely manner, it is important that the Customer provides a clear description of the incident supported by information such as:

- Has the incident occurred before, or was this an isolated event?
- What steps led to the incident?
- Can the incident be recreated? If so, what are the steps required?
- Have there been any system changes made?
- Is there any information available through System Monitoring such as alerts and alarms?

Any correspondence regarding the incident should use the unique incident reference number.

Once the incident has been resolved the Freedom Service Desk will gain confirmation from the Customer that the incident can be closed.

Once resolved, Freedom will attempt to seek confirmation from the Customer, after three attempts to seek confirmation the incident will be marked as closed. Incident report notifications for new incidents, incidents resolved and incidents closed will be delivered via e-mail to the provided email address.

➤ Service Escalation

Incident escalation procedures occur automatically within Freedom's ITIL toolset based on triggers on the Service Level Agreement. These will notify the Service Team and Management at regular intervals to ensure that SLAs do not breach, and provide proactive alerts to ensure resolutions are completed in a timely manner. In addition for any Priority One incident that the team raise, an automated alert describing the incident details, customer name and who is owning the resolution is sent to the Service Operational Management team, Service Delivery Manager, Account Manager and the Directors at Freedom to ensure maximum visibility and transparency of Major Incidents.

Our escalation process is designed to encourage the fast and efficient resolution of your issue at the first point of contact. While we will always aim to provide you with great customer service, we recognise that you may need to highlight the priority of an outstanding issue or request, or alternatively wish to express dissatisfaction with our products, services, team or procedures.

Should you need to contact our team to escalate a ticket you can contact us using escalations@gcicom.net

Document Control

Amendment History

Version	Date	Author	Amendment
1.0	May 2015	Ben Wilson	Published
1.1	July 2015	Ali McGregor	Branding update
1.2	November 2016	Ali McGregor	Escalation matrix update

freedom

End-to-End Unified Communications

For over 26 years, our comprehensive portfolio has supported over 6,000 customer locations, providing one point of presence for all communications needs.



Unified Communications -

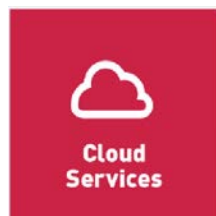
the optimisation, integration and management of all communications and supporting infrastructure.



Skype for Business - enterprise grade telephony, presence, instant messaging, audio and video calling, online meetings, and easy sharing and collaboration.



Data Networking - the foundation of communications infrastructure, optimised to support modern working practices such as Voice and Video.



Cloud Services - migrating you seamlessly to 24 x 7 reliability and scalability, ensuring you're always up to date with managed Cloud communications.



Network Services - providing structural connectivity for business communications, from traditional lines and minutes, through to innovative SIP and internet connectivity.



Active Support-

Freedom's ongoing commitment to manage your leading edge business communications, providing world class service and support.

Freedom Partnerships

To complete the unified solution, we work with specialist partners, including;

Microsoft



Alcatel•Lucent @

aruba