

Fault Management & SLA's

NDG Supernet's Contractual support SLA's in respect of Telephone System Maintenance are as follows:

- Standard Level – effective between the hours of 09:00 to 17:00, Monday to Friday excluding Bank & Public Holidays
- Enhanced Level – effective between the hours of 08:00 to 20:00, Monday to Saturday excluding Bank & Public Holidays
- Total Level – effective 24 hours, seven days per week.

The below table illustrates which activities are included / excluded in the various levels of contractual maintenance support.

What is covered?	What is NOT covered?
For Standard Service Contracts Engineer call-outs between Monday and Friday 09:00hrs to 17:00hrs (excluding Bank Holidays)	Non-systems specific telephones (i.e. analogue 'domestic' telephones)
For Enhanced Service Contracts Engineer call-outs between Monday and Saturday 08:00hrs to 20:00hrs (excluding Bank Holidays)	Batteries for DECT or Cordless phones
For Total Service Contracts Engineer call-outs 24x7x365 (excluding Public Holidays)	Cabling faults (Non NDG Supernet's installed)
Replacement parts including handsets listed on contract, system telephones, curly cords and system components	Accidental or deliberate damage to systems
Response times include an engineer call back within one hour for all major or critical outages	Damage caused by power surges (including lightning strikes)
Access to telephone support for minor problems, including assistance with network provider faults (e.g. BT lines)	
Parts and labour repairs for your telephone system	
Priority response over non-contracted customers	
Arrange temporary diversion of incoming lines to a customer specified emergency number whilst telephone outage is being rectified	
Incidental programming changes to existing system – where access to the system is available remotely.	

Please note - resolution activity for faults logged in relation to maintained telephone systems will begin with remote diagnosis and resolution where possible. Engineer site visits will be arranged when remote resolution is not possible or when deemed the most appropriate action.

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Priority Levels

Within each contractual support level, we categorise each fault and assign it a priority level depending on the severity of reported fault, or impact on your business as follows:

Priority	Impact	Response	Target Resolution
Level 1	Complete system failure	Within 1 hour	Within 4 hours
Level 2	Medium system failure (most features still working)	Within 4 hours	Within 8 hours
Level 3	Minor system failure (low number of failures)	Next business day response	Within 16 hours

Note: For the avoidance of doubt, for Enhanced & Total Care contracts, only Priority 1 & 2 calls will be progressed outside of normal working hours. Priority 3 calls will be actioned on the next working day.

Fault Management & SLA's

NDG Technology's SLA's in respect of services delivered via our NDG Supernet network are as follows:

Category	Fault Criteria	Resolution target	Working Hours
Cat 1	<ul style="list-style-type: none"> Line down, no connectivity Less than 10% availability of predicted bandwidth throughput Greater than 10% packet loss 	7 Hours	24x7, 365 days per year
Cat 2	<ul style="list-style-type: none"> Intermittent loss of connectivity that has a high degree of impact Where fault is repeatedly demonstrated within 1 hour 	12 hours	9am-5pm, monday-friday, excluding holidays
Cat 3	<ul style="list-style-type: none"> Intermittent loss of connectivity Where fault intermittence cannot be demonstrated in 1 hour Bandwidth throughput or other material quality of service issues 	24 hours	9am-5pm, monday-friday, excluding holidays
Cat 4	<ul style="list-style-type: none"> End User application performance issues - General Service Queries Change Requests 	48 hours	9am-5pm, monday-friday, excluding holidays

EFM - Ethernet First Mile

Category	Fault Criteria	Resolution target	Working Hours
Cat 1	<ul style="list-style-type: none"> Line down, no connectivity Less than 10% availability of predicted bandwidth throughput Greater than 10% packet loss 	6 Hours	24x7, 365 days per year
Cat 2	<ul style="list-style-type: none"> Intermittent loss of connectivity that has a high degree of impact Where fault is repeatedly demonstrated within 1 hour Greater than 100ms latency 	12 hours	9am-5pm, monday-friday, excluding holidays
Cat 3	<ul style="list-style-type: none"> Intermittent loss of connectivity Where fault intermittence cannot be demonstrated in 1 hour Bandwidth throughput or other material quality of service issues 	24 hours	9am-5pm, monday-friday, excluding holidays
Cat 4	<ul style="list-style-type: none"> End User application performance issues - General Service Queries Change Requests 	48 hours	9am-5pm, monday-friday, excluding holidays

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Fibre Ethernet

Category	Fault Criteria	Resolution target	Working Hours
Cat 1	<ul style="list-style-type: none"> Line down, no connectivity Less than 10% availability of predicted bandwidth throughput Greater than 10% packet loss 	6 Hours	24x7, 365 days per year
Cat 2	<ul style="list-style-type: none"> Intermittent loss of connectivity that has a high degree of impact Where fault is repeatedly demonstrated within 1 hour Greater than 100ms latency 	12 hours	9am-5pm, monday-friday, excluding holidays
Cat 3	<ul style="list-style-type: none"> Intermittent loss of connectivity Where fault intermittence cannot be demonstrated in 1 hour Bandwidth throughput or other material quality of service issues 	24 hours	9am-5pm, monday-friday, excluding holidays
Cat 4	<ul style="list-style-type: none"> End User application performance issues - General Service Queries Change Requests 	48 hours	9am-5pm, monday-friday, excluding holidays

Radio ethernet

Category	Fault Criteria	Resolution target	Working Hours
Cat 1	<ul style="list-style-type: none"> Line down, no connectivity Less than 10% availability of predicted bandwidth throughput Greater than 10% packet loss 	6 Hours	24x7, 365 days per year
Cat 2	<ul style="list-style-type: none"> Intermittent loss of connectivity that has a high degree of impact Where fault is repeatedly demonstrated within 1 hour 	12 hours	9am-5pm, monday-friday, excluding holidays
Cat 3	<ul style="list-style-type: none"> Intermittent loss of connectivity Where fault intermittence cannot be demonstrated in 1 hour Bandwidth throughput or other material 	24 hours	9am-5pm, monday-friday, excluding holidays

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	quality of service issues		
Cat 4	<ul style="list-style-type: none"> • End User application performance issues - General Service Queries • Change Requests 	48 hours	9am-5pm, monday-friday, excluding holidays

ADSL / FTTC (Standard)

Category	Fault Criteria	Response target	Working hours
Cat1	<ul style="list-style-type: none"> • No connectivity 	8 Hours*	9am-5pm, Monday- Friday, Excluding Holidays
Cat 2	<ul style="list-style-type: none"> • Intermittent loss of connectivity that has a high degree of impact • Where fault is repeatedly demonstrated within 1 hour 	24 Hours*	9am-5pm, Monday- Friday, Excluding Holidays

ADSL/FTTC (Advanced)

Category	Fault Criteria	Response target	Working hours
Cat1	<ul style="list-style-type: none"> • No connectivity 	8 Hours*	9am-5pm, Monday- Friday, Excluding Holidays
Cat 2	<ul style="list-style-type: none"> • Intermittent loss of connectivity that has a high degree of impact • Where fault is repeatedly demonstrated within 1 hour 	24 Hours*	9am-5pm, Monday- Friday, Excluding Holidays

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Fault Resolution Service Credits

In respect of services delivered over the Supernts Network; for each failure to resolve Critical Faults (Cat1) within the target timescales, you will be able to claim Service Credits at the end of each billing period, as set out below.

Performance beyond Fault Fix

Time target

From 1 to 15 hours beyond target, rounded up to the next whole hour.

More than 15 hours beyond target

Service Credits

2.5% of monthly Charge for the affected Customer Premises per whole hour.

50% of monthly Charge for the affected Customer Premises.

For the avoidance of doubt, Services operating on backup or resilient links, line errors and/or other intermittent faults which do not prevent Service use, would be excluded from the Critical Fault category.

Fault resolution times under this section will not apply to any faults that arise during a scheduled maintenance window.

Initially we will work remotely to resolve all network faults. If, after investigation, we consider that the fault has not been resolved or that a solution does not seem imminent, we may arrange for an engineer to visit the affected Customer Premise, or to provide replacement Company Equipment, unless we deem the fault to originate as a direct result of failure at a Customer Premises of any Company Equipment in respect of which we have no management or maintenance responsibility.

Progress towards resolution within Target Clearance Times may be affected by our inability to access Customer Premise(s) or equipment; clear detail on information requested as part of the fault diagnosis process, or your instruction for us to suspend progress for any reason. Should either circumstance occur, we will pause the incident (stop the clock) until action is taken to allow the incident resolution to be resumed. Overall duration of the fault will have the paused time removed from the calculation.

We will calculate total fault duration in seconds up or down to the nearest minute

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Service Credits are subject to the following:

- 1) To qualify for Service Credits, you must have reported to us one or more Critical (Cat1) Faults in relation to the particular Connection and not in relation to the network performance reports.
- 2) Service Credits will be applied against the subsequent billing period for qualifying Connections.
- 3) For any billing period, Service Credits will not total more than 50% of monthly recurring connection Charges for each affected Customer Premise.
- 4) You must submit written claims for applicable Service Credits to support@supernet.com no later than 30 days following the end of each billing period.
- 5) Acts of God / Force Majeure and faults beyond our reasonable control are excluded from the Service Credit regime

Telephone Lines

NDG Supernet Ltd may provide physical telephone lines (Analogue, ISDN, ISDN30) as connectivity for a provided phone system, or simply for adding standard phones to. Resolution of faults reported to us are subject to the associated Care Level as shown below. Care Level 2 (Business Plus) is supplied as standard on all NDG Supernet telephone lines and faults raised with us will follow that SLA unless care level 3 or 4 has been purchased specifically at time of order.

Care level	Resolution Target	Working hours
Care level 2 business hours plus	Prioritise on the day, clear by 23:59 next day	monday to saturday, excluding public & bank holidays. For example, report Tuesday, clear Wednesday.
Care Level 3	Report 13.00, clear by 23:59 same day.	Report after 13:00 clear by 12:59 next day, Seven days a week, including public and bank holiday
Care Level 4	Clear within 6 hours	Any time of day, any day of the year

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Category	Fault Criteria	Response targets	Working hours
Cat 1	<ul style="list-style-type: none"> • Phone Lost / Stolen* • No service (following restart of phone) 	1 hour	8:30am to 11:00pm Monday to Friday 9:00am to 5pm Saturday / Sunday Excluding bank holidays.
Cat 2	<ul style="list-style-type: none"> • Intermittent loss of service that has a high degree of impact • Where fault is repeatedly demonstrated within 1 hour 	8 hours	9am-5pm, Monday- Friday, Excluding Holidays

ITIL V3 states that the primary objective of Change Management is to enable beneficial Changes to be made, with minimum disruption to IT Services.

In adopting ITIL Best Practice, NDG Supernet Ltd applies a robust change control policy. To support this policy, NDG Supernet provides a Service Desk solution to log Requests for Change (RFC) in our corporate CRM; Heads of department in the role of Change Managers who intimately understand the business and technology requirements to agree changes within their area of responsibility and a Change Review Board (CRB) for Significant or Urgent change requests to be agreed collectively. NDG Supernet Ltd Change Review