Your Ogi Service Description

Ogi Pro Dedicated Offnet Line
Business Connectivity Services

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Welcome to Ogi.

We're really pleased that you've chosen one of our Ogi Pro Dedicated Offnet Line packages.

As you know, here in Wales, when someone shouts 'Ogi!', it's impossible not to smile – or respond. That's why we chose Ogi as our name: it's about connecting people to one another, which is exactly what we do, digitally.

We're your Welsh connectivity provider and we're here to provide you with the ultrafast, reliable internet you need every day.

This little booklet aims to set out, simply, what you can expect from us. Read it – along with our Terms and Conditions – and keep it safe.

We really look forward to connecting you to our service, and to making you part of our Ogi community. Please remember that your connection is just the start: speak to our specialist business support team today on **029 2002 2300** or **business@ogi.wales** to find out how you can also benefit from watertight security options, enhanced wifi capability, cloud solutions and more.

For now, we hope that your Ogi Pro Dedicated Offnet Line makes a real difference to your business's productivity and performance and opens up opportunities for you for the future.

Thank you again for choosing Ogi.

Let's get started.

Service Description

This Service Description explains everything you need to know about your Ogi Pro Dedicated Offnet Line service.

This is just about your connectivity package, so if you've also signed-up for other Ogi business services, all the Service Descriptions can be found **here**.

Please read this document carefully, alongside Ogi's **Terms and Conditions for Business Services**.

Your Ogi Service

Summary

This is a service description for Ogi's range of dedicated offnet line business services. They are provided using a third-party network, depending on your location and requirements.

Service Availability

These are services that are delivered over a third-party network in your area, and will be set-up for you by our third-party partner on Ogi's behalf.

All your Business Care support will be provided by Ogi.

Ogi also offers a range of managed services to enhance your basic connectivity package from us.

Terms and Conditions

The full Ogi General Terms and Conditions for Business Customers can be found on our website, **ogi.wales**.

Contract Period

Ogi Pro Dedicated Offnet Line packages are available on a 12, 24 or 36-month contract basis. Check your paperwork to see what you've signed-up for.

Installation fees and monthly charges will vary depending on the duration of your contract with us.

Cancellations and Terminations are governed by our General Terms and Conditions for Business Services.

Billing

Your Bill will be sent to your e-mail address (unless you've asked for a paper Bill at an additional cost) and will include all the charges incurred during the billing period, including your connectivity costs.

Our Bills will typically cover a period of one month, unless this is your first Bill, which will start from your activation date top the end of the following billing period."

You can pay via direct debit – collected on or around the date notified on your Bill – or bank transfer, in-line with your agreed payment terms.

Any discounts will be shown on your Bill with a description, we'll also explain if it's a one-off or recurring discount.

If you're concerned about your Bill, contact Ogi's Business Service Desk at **business.care@ogi.wales** or **029 2002 2333**.

For help to understand your Bill please go to **ogi.wales**.

Contact us

Phone
029 2002 2333

Email
business.care@ogi.wales

Webform
Go to **www.ogi.wales** and
click on 'Contact us'

Letter
Ogi Business Care,
Hodge House,
114-116 St. Mary Street,
Cardiff CF10 1DY

We also offer a Welsh Language
Line if you'd like to get in touch
in Welsh: 029 2002 3200
cymraeg@ogi.cymru

Ogi Business Care

All Ogi Pro Dedicated Offnet Line customers can contact Ogi by phone or email using the contact details in the side panel.

Our normal business hours are Monday-Friday, 8am-6pm.

Faults can be reported to the Business Care team 24/7.

This is our standard customer care service for all business customers.

Business customers can also choose to sign-up for out-of-hours support from our team, speak to our Business Development team at **business@ogi.wales** or **029 2002 2300** to find out more.

We aim to provide a trouble-free service, but from time-to-time faults develop. If you report a fault, you'll receive an initial response from us within the period agreed in your Service Level Agreement and we'll deal with the fault as specified. Find out more about your Service Level Agreements on our website.

If you experience a fault then you may be eligible for compensation – read your Service Level Agreement to find out more.

Complaints

Our aim is to always provide a positive experience. However, things go wrong from time to time, and if you feel that our service has fallen short of your expectations, then please let us know, so that we can improve things for the future.

Contact **029 2002 0550** to share your complaint with us, or email **complaints@ogi.wales**.

Please refer to your Service Level Agreement. If you're a micro or small business of up to 10 people, our standard Complaints Code also applies to you. Visit ogi.wales for more information. you can also find out more by reading Ogi's Complaints Code of Practice **ogi.wales**.

Cancellations and Terminations

Cancellations and Terminations are governed by our General Terms and Conditions for Business Services.

Moving Premises

If you decide to move, and are already an Ogi customer, you may be able to migrate your service over to a new address to minimise the hassle and loss of service to you. Our ability to do this will depend on where you're moving to, and the nature of your current service from us.

Our standard terms for ceasing a service will apply if you don't choose to take-up a new package from us – or if we are not able to provide you with a service – at your new property.

You may be charged an installation fee for a new connection at your new address.

Please get in touch with **business@ogi.wales** or call **029 2002 2300** to find out more.

Installing your Service

Third-party engineers will come to your premises to install your dedicated offnet line service. They may be accompanied by members of the Ogi Business Services Team, depending on whether you've also opted to receive managed service support from us.

The lead time for this service is subject to a survey, but it is usually around 45 working days.

We'll discuss your installation needs with you when we take your order. You'll also need to provide us with details of the planned location of your installation (see below) as well as a contact on-site.

In some instances, Excess Construction Charges may need to be applied. Please see below. Where Excess Construction is needed, this will typically extend the normal lead times.

Once we've surveyed and confirmed the feasibility of providing you with a service, and you've agreed to any Excess Construction Charges due, Ogi will schedule the installation on your behalf. Ogi will keep you updated with any changes or updates to the installation activity or timescale. The installation of the connectivity will be undertaken by our third-party partner company's Engineers.

On the day of installation, the engineers will install the Network Terminating Equipment (NTE) typically in a 19 inch rack or on a wall mount if agreed as part of your survey. The NTE will need a dual power supply.

Please note that Ogi generally installs our own switch alongside the NTE provided by the Engineers to allow us to monitor the link.

The NTE remains the property of the network operator. Any repair or replacement due to damage may incur a fee.

Once installed, if Engineers require access to the equipment, we'll organise this with you directly. Any issues or faults should be raised with Ogi, who will help sort things out on your behalf.

Your Ogi Connection

Your Ogi Pro Dedicated Offnet Line service is an exclusive fibre optic connection to your property. The service is provided using Openreach's network in your area. The service stops at the Network Terminating Equipment (NTE) in your premises. Your core connectivity package does not include wifi equipment or a wifi service but these are available from Ogi at an additional cost.

Rack Mounting
The Network Terminating Equipment (NTE) and any Customer Premises Equipment (CPE) associated with this service are typically rack mounted.
If you're not able to provide adequate rack space, then the equipment can be wall mounted. Ogi can also provide and install racking at an additional cost if the need for this is identified during the physical survey and you don't want to provide this yourself.

The equipment will typically require at least 4U of rack space within a standard 19" communications/networking cabinet comprising:

— 2U for NTE (including free air space)

— 1U for your own CPE – or Ogi CPE (this is not included as part of your core Ogi Pro Dedicated Line package)

— 1U for fibre / cable management

You'll be required to provide details of the exact location required on site, any preferences regarding building entry points, suitable cable runs as well as details of site contacts before the order is progressed.

Excess Construction Charges
Occasionally, additional charges may be required to carry out work deemed Excess Construction. These are reported once we or our agents have carried out a survey of the work required and cannot be provided prior to order.

Excess Construction Charges, where applicable, are passed on to you and you'll be asked to either approve and accept the charges or to cancel the order before we take things further.

Your Customer Premises Equipment (CPE)

Ogi Pro Dedicated Offnet Line services are 'wires only' services. That means that they end at the Network Terminating Equipment (NTE) in your premises. The NTE remains the property of the network provider. Any repair or replacement due to damage may incur a fee.

The core package doesn't include Customer Premises Equipment, wifi routers or security firewall solutions as part of the standard package price. However, you can opt to sign-up to receive a wide range of managed services from Ogi to support Ogi Pro Dedicated Offnet Line connection – including wifi and firewall options. Please speak to our Business Development team to find out more.

Please contact **business@ogi.wales** or call **029 2002 2300** to find out more.

Enhanced packages

Businesses can benefit from enhanced wifi support packages from Ogi, as well as a range of other managed IT services. Please contact **business@ogi.wales** at **029 2002 2300** to find out more.

The Speed of your Connection

Your Ogi Pro Dedicated Offnet Line package offers the following bandwidths, subject to survey:

Bandwidth	Bearer	Flex Increments
10 mbps		
30 mbps	100 mbps	10 mbps
50 mbps		
100 mbps		
100 mbps		
200 mbps	1 gbps	100 mbps
500 mbps		
1 gbps		
1 gbps		
2 gbps	10 gbps	1 gbps
5 gbps		
10 gbps		

During the contract period you can 'flex-up' the available transit on your service but:

— Flexing is only available on the Ogi Pro Dedicated Line Local product, it is not available on the Ogi Pro Dedicated Line Remote product.

— Flexing must be undertaken in the increments listed above.

— Flexing cannot be added to a bearer at its maximum capacity.

— The minimum period for flexing transit is 1 month.

— A circuit may not be flexed higher than the contracted transit rate for more than 4 months out of any 12-month period, starting from the Operational Service Date. If more than 4 months is required, then the customer will need to sign a new contract for the higher transit rate.

— Flexing is subject to overall network capacity and may not always be available.

— Flexing is subject to charges which will be set at the time of the request. These charges will include a fixed service modification charge and an increase to the recurring charges relating to the increased transit.

If you chose to 'flex-up' your Ogi service you'll be charged an admin fee as well as a monthly fee for the additional capacity you 'flex-up' to receive.

Please see below for further Upgrade and Downgrade information.

Managed Services

We can offer you a range of support services. Speak to our specialist business support team today at **business@ogi.wales** or **029 2002 2300** to find out how you can benefit from watertight security options, enhanced wifi capability, cloud solutions and more.

Faults

Faults can be raised with our Business Care team by phone or email.

Faults on our network
If the issue is due to a fault on the network, Ogi will aim to resolve the matter as outlined in your Service Level Agreement and Terms and Conditions.

Some faults and issues will have nothing to do the connection supplied to you. The issue might be to do with internet issues elsewhere, or with some of your own devices, for instance. Visit **ogi.wales** to find out more.

Internet Protocol (IP) Address

These services include five IPv4 Addresses that you can allocate to your equipment. More IPv4 as well as IPv6 Addresses may be available on request.

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Thank you for joining Ogi.

For updated information about Ogi please visit the website **www.ogi.wales**

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Get in touch

Got a question?
Let's get you to the right team.

Customer Care
Here for your every need.

Monday to Friday, 8am–6pm
Tel: 029 2002 2333
Email: business.care@ogi.wales

Something not up to scratch?
www.ogi.wales/complaints

Llinell Gymraeg
Adborth, cais neu broblem?

Rho wybod i ni trwy gyfrwng y Gymraeg:

Llun i Gwener, 8am–6pm
Ffôn: 029 2002 3200
Ebost: cymraeg@ogi.cymru

Your Service Description is available in braille, large print or audio formats. Just let us know how you'd like it.