

Ogi Pro Firewall Managed Services Service Level Agreement

1. Service Description

1.1. Service Outline

This Service Level Agreement (SLA) applies to the provision of all Managed Firewall Services and should be read in conjunction with the Service Description for the purchased service.

1.2. Products

This SLA applies to all Ogi Pro Firewall Services.

2. Operational Hours

- 2.1. The service is designed to be available continually 24 hours a day, 7 days a week, all year, subject to Planned Maintenance time. Support is available based on Standard Business Hours of 08:00-18:00 Monday-Friday with 24/7 support available via on-call engineers where this service has been purchased.

3. Performance

3.1. Availability

- 3.1.1. Ogi will use reasonable endeavours to meet a target of 99.9% availability (99.99% for High Availability (HA) services), subject to the terms of this Agreement. Service availability is measured against contracted hours, either Standard Business Hours (10 hours, 5 days a week) or 24/7.
- 3.1.2. Service availability will be based on the following elements:
- (a) hardware uptime as determined by our remote monitoring tools
 - (b) system responsiveness based on The Internet Control Message Protocol (ICMP) requests from the Ogi Network Operations Centre.
- 3.1.3. Downtime does not include any period of time where the service is not available as a result of Planned Maintenance, or where service availability is impacted by failure of other services such as connectivity.

4. Service Operation

4.1. Monitoring

- 4.1.1. Ogi provide automated monitoring and logging of uptime and performance of the service on a 24/7 basis. Frequency of monitoring is determined by the applicable Service Level.

4.2. Incident Reporting

- 4.2.1. The fault reporting process is based either on 24/7 clock or a Standard Business Hours basis subject to contract.
- 4.2.2. All faults should be reported in the first instance to Ogi by contacting the Business Service Desk Team via telephone to **029 2002 2333**, or via email to business.care@ogi.wales. This will raise a unique Incident Number. Following this Ogi Internet will use reasonable endeavours to resolve the issue without undue delay.
- 4.2.3. Please refer to **Ogi Support Services SLA** which outlines call prioritisation and response times for faults.

4.3. Configuration / Change Management

- 4.3.1. Configuration management is based on Standard Working Hours of 08:00-18:00 Monday-Friday excluding Public Holidays.
- 4.3.2. All requests for changes to the service configuration should be made in the first instance to the Ogi Internet Support Services Team by either telephone to **029 2002 2333** or by email to business.care@ogi.wales. This will raise a unique Request Number. Following this Ogi will use reasonable endeavours to process the Request without undue delay.
- 4.3.3. Please refer to Ogi Support Services SLA which outlines call prioritisation and response times for changes.

4.4. Planned Maintenance

- 4.4.1. Planned Maintenance refers to planned engineering works / network modifications carried out within Ogi's control. Examples of Planned Maintenance are Firmware Updates or hardware swap-out.
- 4.4.2. Ogi will liaise with the client to agree suitable times for Planned Maintenance. By default, all Planned Maintenance for Ogi Pro Firewall Services takes place within Standard Business Hours. Work may be scheduled outside of Standard Business Hours, which may incur charges at our standard rates.
- 4.4.3. Notification will be made to the primary contact for the client as advised on the client order or as subsequently updated by the client.
- 4.4.4. The above commitment notwithstanding, Ogi reserve the right to carry out emergency maintenance at any time where it is necessary to maintain the integrity or security of the network. Ogi will endeavour to provide as much notification of such emergency maintenance as possible.
- 4.4.5. For shared platforms, Ogi will endeavour to coordinate all Planned Maintenance to minimise disruption to its customers. If necessary, work will be completed outside Standard Business Hours.
- 4.4.6. For client dedicated platforms we will agree with the client acceptable maintenance windows subject to contract and where possible these will be used.

4.5. Escalation

- 4.5.1. If the client feels that Ogi are not living up to the commitments in this SLA, the following escalation path should be followed:

Business as Usual (BAU)	Business Service Desk	business.care@ogi.wales
1st Escalation	Service Delivery Manager	theo.kapoutsis@ogi.wales
2nd Escalation	Director of Business Services	kevin.herbert@ogi.wales
3rd Escalation	Chief Technology & Operations Officer	justin.leese@ogi.wales
4th Escalation	Chief Executive Officer	ben.allwright@ogi.wales

Please refer to our Complaints procedure for further information.

5. Exclusions

5.1. Exclusions to this SLA

- 5.1.1. This Service Level Agreement will not apply where:
- failure is due to Force Majeure
 - failure is due to inaccurate information provided by the client
 - failure is due to the actions of client representatives/third parties acting for the client or under client instruction
 - failure is due to a failure of access circuits at the clients site
 - the client has failed to implement any reasonable and clear instructions issued by Ogi in relation to the service
 - the client is in breach of any part of the contract for services, including the terms and conditions for payment of invoices, or the service has been suspended by Ogi in accordance with contract conditions.
- 5.1.2. Where, in any particular instance, the Customer and Ogi agree a different timescale for the performance of a Service Level as described in this agreement, that Service Level and any associated compensation will not apply in relation to that instance only.