

Ogi Pro Wifi Managed Services Service Level Agreement

1. Service Description

1.1 Service Outline

This Service Level Agreement (SLA) applies to the provision of all Ogi Pro Wifi Services and should be read in conjunction with the Ogi Pro Wifi Service Description.

1.2 Products

This SLA applies to all Ogi Pro Wifi Services.

2. Operational Hours

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% availability of the solution (excluding individual Access Points (AP)), 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 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.

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 Support Desk via telephone on **029 2002 2333**, or via email to business.care@ogi.wales. This will raise a unique Incident Number. Following this Ogi will use reasonable endeavours to resolve the issue without undue delay. Outside Standard Business Hours faults should be raised via the 24/7 support number provided with the contract.

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 Business 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 Business Service Desk 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 managed Wifi Services takes place within standard business hours. Work may be scheduled outside of Standard Business Hours, which would 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 Ogi will endeavour to coordinate all Planned Maintenance to minimise disruption to its customers. If necessary, work will be completed outside normal business hours.

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

5. Exclusions

5.1 Exclusions to this SLA

- 5.1.1 This Service Level Agreement will not apply where:
- (a) failure is due to Force Majeure
 - (b) failure is due to inaccurate information provided by the client
 - (c) failure is due to the actions of client representatives \ 3rd parties acting for the client or under client instruction
 - (d) failure is due to a failure of access circuits at the clients site
 - (e) the client has failed to implement any reasonable and clear instructions issued by Ogi in relation to the service
 - (f) 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.