

Ogi Pro Voice Lite Service Level Agreement

1. Service Description

1.1 Service Outline

This Service Level Agreement (SLA) applies to the provision of Ogi Pro Voice Lite product which uses Gamma's Phone Line Plus service and should be read in conjunction with the corresponding Service description document.

1.2 Products

This SLA applies to Ogi Pro Voice Lite product.

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 to 18:00.

3. Performance

Ogi will use reasonable endeavors to meet a target of 99% availability, subject to the terms of this Agreement. Service availability is measured against contracted hours. Standard business hours 08:00-18:00 Monday-Friday.

- Service availability will be based on Phone Line + Core Voice Platform
- 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 Incident Reporting

- 4.1.1 The fault reporting process is based either on 24 / 7 clock or a Standard Business Hours basis subject to contract.
- 4.1.2 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 endeavors to resolve the issue without undue delay. If enhanced support is bought along with the contract, any outside Standard Business Hours faults should be raised via the 24 x 7 support number provided with the contract.
- 4.1.3 Please refer to Appendix 1 & Ogi Support Services SLA which outlines call prioritization and response times for faults.

4.2 Configuration / Change Management

- 4.2.1 Configuration management is based on standard business hours of 08:00-18:00 Mon- Fri excluding Public Holidays.
- 4.2.2 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 endeavors to process the Request without undue delay.

4.3 Planned Maintenance

- 4.3.1 Planned Maintenance refers to planned engineering works / network modifications carried out within Ogi's control. Examples of planned maintenance are Platform Updates or network modifications.
- 4.3.2 Notification will be made to the primary contact for the client as advised on the client order or as subsequently updated by the client
- 4.3.3 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 endeavor to provide as much notification of such emergency maintenance as possible.

4.3.4 Ogi will endeavor to coordinate all planned maintenance to minimize disruption to its customers. If necessary, work will be completed outside normal business hours.

4.4 Escalation

4.4.1. 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.

6. Appendix 1 – Product Specific SLAs

6.1 Ordering SLAs

All timelines are from receipt of a fully validated order from the client. Timelines are subject to supplier engineer availability, failure to meet the guidelines below will not result in any financial compensation. All timelines are in business days.

Product	Order or Change type	Target Provision Timeline
Ogi Pro Voice Lite	Provisioning	10 days

6.2 Fault SLAs

All resolution timescales are based on delivery of either full resolution or workaround, and any issue requiring significant product development will follow service request principles. For faults that Gamma need to hand off to external suppliers, the following SLAs may not apply, although the target resolution timeline will still be our aim. Failure to meet the guidelines below will not result in any financial compensation. All timelines are in working days, unless otherwise stated.

Product	Priority/Care Level	Target Resolution Timeline
Ogi Pro Voice Lite	Urgent Fault - Loss of service - Multiple partners/ services affected	4 clock hours
Ogi Pro Voice Lite	High – Operation of service is severely degraded	8 clock hours
Ogi Pro Voice Lite	Medium – features of the service are materially impaired whilst major component of service are functional	5 working days
Ogi Pro Voice Lite	Low – Errors or Issues have little or no impact to normal operation of service	As agreed