

Ogi Pro Voice 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 VoIP Services and should be read in conjunction with the Service Description.

1.2 Products

This SLA applies to all Ogi Pro VoIP 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% availability, 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) Horizon Core Service
 - (b) Horizon Management Web GUI
 - (c) Auto-Attendant and Call Recording Features.
- 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 Gamma provide monitoring of performance against SLAs. This performance against SLAs is published on their website on a monthly 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 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.
- 4.3.1 Please refer to Appendix 1 and the Ogi Support Services SLA which outlines call prioritisation and response times for changes.

4.2 Planned Maintenance

- 4.2.1 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.

- 4.2.2 Ogi will liaise with the client to agree suitable times for Planned Maintenance. By default, all Planned Maintenance for Managed VoIP Services takes place within Standard Business Hours. Work may be scheduled outside of Standard Business Hours, which would incur charges at our standard rates.
- 4.2.3 Notification will be made to the primary contact for the client as advised on the client order or as subsequently updated by the client
- 4.2.4 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.
- 4.2.5 Ogi will endeavour to coordinate all Planned Maintenance to minimise disruption to its customers. If necessary, work will be completed outside normal business hours.

4.3. Escalation

- 4.3.1 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:

- 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 \3rd 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.

6. Appendix 1 – Product Specific SLAs

6.1 Ordering SLAs

All timelines are from successful application of a validated order on the provisioning portal. Timelines exclude any activity that requires a site survey or non-verifiable addresses. Timelines reflect the time required to establish the customer's Horizon platform ready for configuration and do not reflect the time required for configuration of the platform ready for customer use.

Product	Target Provision Timeline
Horizon	5 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 Ogi 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
IP Telephony	High - Loss of service	8 clock hours
IP Telephony	Medium - Disrupted service	3 working days
IP Telephony	Low - Single number destinations/Quality of Service	7 working days