

Ogi Pro Business Care Service Level Agreement

1. Service Description

1.1. Service Outline

This Service Level Agreement (SLA) applies to the provision of support services by the Ogi Business Care Team. This SLA should be read in conjunction with any service-specific SLAs and Service Descriptions for the purchased Service.

1.2. Products

This SLA Applies to all service-desk functions associated with managed services provided by Ogi, including:

- Outsourced Support Services such as Ogi Pro Support
- Business Connectivity Services
- Managed Infrastructure Services such as Ogi Pro Firewall, Ogi Pro WiFi, and Ogi Pro Voice
- Microsoft 365 Products

2. Operational Hours

2.1. Standard Operating Hours

The Business Care Service Desk operates on the following basis subject to service-specific Service Descriptions and contract Terms and Conditions. Standard Business Hours are 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. First Contact Resolution

3.1.1. Ogi operate the Business Care Service Desk on a first-contact resolution basis. We define First Contact Resolution as calls being resolved to customer satisfaction with a single contact to the helpdesk. This may be achieved in the following ways:

- (a) For telephone contact, resolution achieved while the customer is on the first call or with the client being called back or emailed once resolution is achieved, without the need for further customer-initiated contact.
- (b) For emailed requests, resolution being achieved during a call-back to the customer OR resolution achieved and then confirmed with the customer via email or call-back without the need for further customer-initiated contact.

3.1.2. Ogi set a First Contact Resolution target of 50% of all calls properly routed to the Business Care Service Desk.

3.2. First Level Resolution

3.2.1. Ogi aim to resolve most calls to the Business Care team resolved by the first level of the Business Care Service Desk. To this end we ensure that all first line support staff are sufficiently skilled at dealing with most requests across our Business Services portfolio.

3.2.2. We define First Level Resolution as calls being resolved without the need to escalate to 2nd or 3rd level subject matter experts, and with the first level Service Desk member taking ownership of the call until successful resolution.

3.2.3. Ogi set a First Level Resolution target of 80% of all calls properly routed to the Business Care Service Desk.

3.3. Prioritisation

- 3.3.1. All calls to the Business Care Service Desk will be prioritised based on the scope of the incident and customer impact.
- 3.3.2. For calls raised via telephone the priority will be agreed between Ogi and the customer. The default priority for all calls received via email will be P5 until reviewed and responded to by the Business Care Service Desk.
- 3.3.3. Priority Levels and example scenarios are given below.

Priority	Description	Examples
P1	Emergency*	Complete Service Outage, all users unable to use the service
P2	Critical*	Reduction in service functionality / performance affecting all users. E.g. slow response times, poor call quality
P3	Urgent*	Reduction in service availability or functionality for a sunset of users. E.g. loss of access for remote workers, loss of email functionality for a subset of users.
P4	Standard: Service Impacting	Service Impacting incident for a single user
P5	Standard: non-service impacting:	Change Requests, Configuration Management Updates, account creation, general technical queries / advice.

* Where support outside of standard business hours has been purchased this is typically restricted to Priority 1-3 incidents.

3.4. Response Times

- 3.4.1. Ogi aim to answer all calls to the Business Care Service Desk as follows:
- (a) Standard Business Hours: 99% of all calls answered within 30 seconds with an average answer time of <20 seconds
- (b) Out-of-hours service: 99% of all calls answered / called back within 2 minutes with an average response time of <1 minute
- 3.4.2. Notwithstanding the call response times above, Ogi have the following targets for all response times to all requests to the Business Care Service Desk based on call priority

Priority	Response Time	Update Frequency
P1	<30 minutes	<2 hours
P2	<2 hours	<4 hours
P3	<4 hours	<8 hours
P4	<4 hours	Daily
P5	<8 hours	On change of status

4. Service Operation

4.1. Monitoring / Recording

- 4.1.1. All actions carried out by the Business Care Service Desk are recorded against cases in our ERP Solution. Time is recorded against actions on a per-minute basis.
- 4.1.2. This case-management system tracks the status of all cases and provides automatic escalation in line with defined service levels.
- 4.1.3. Summary reports of cases are available on request and through the Service Review process. Detailed transcripts of individual cases are available on request.
- 4.1.4. Performance against SLA criteria is monitored weekly by the Service Delivery Manager.

4.2. Escalation

- 4.2.1. 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)	Support Services Team	business.care@ogi.wales
1st Escalation	Service Delivery Manager	theo.kapoutsis@ogi.wales
2nd Escalation	Director of Business Solutions	kevin.herbert@ogi.wales
3rd Escalation	Chief Technology and Operation Office	justin.leese@ogi.wales
4th Escalation	Chief Executive Officer	ben.allwright@ogi.wales

5. Exclusions

- 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 / third parties acting for the client or under client instruction
 - (d) The client has failed to implement any reasonable and clear instructions issued by Ogi in relation to the service
 - (e) 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 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.