

Service Level Agreement

Managed Firewall Services

Rev 2-1 - June 2016



About Net Support UK

Net Support UK offers cloud solutions with smart advice and support. There's no doubt that we're experts.

We think, act and deliver differently to other IT companies by taking a 'blank paper' approach to every challenge and start by listening to what our customers want to do with their business.

For over 17 years we've kept ourselves savvy with the top tech and avoided the traps of a 'brands only' approach. It's all about the whole team working together and there's nothing more rewarding than seeing great ideas put into practice - and our customers' businesses grow as a result.



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 Managed Firewall Service Level Definition document and the specific Service Description for the purchased service.

1.2 Products

This SLA applies to all Net Support UK Ltd Managed Firewall 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 to 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 Net Support UK Ltd will use reasonable endeavours to meet a target of 99.9% availability (99.99% for HA services), subject to the terms of this Agreement. Service availability is measured against contracted hours, either Standard Business Hours (10 x 5) or 24 x 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 Net Support UK 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 Net Support UK Ltd 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 Net Support UK Ltd by contacting the Support Services Team via telephone to 029 200 22 333, or via email to support@nsuk.com. This will raise a unique Incident Number. Following this NSUK will use best endeavours to resolve the issue without undue delay. Outside Standard Business Hours faults should be raised via the 24 x 7 support number provided with the contract.
- 4.2.3 The Net Support UK Ltd Support Services Team have a specific SLA in place for helpdesk services. Please refer to Net Support UK Ltd Support Services SLA which outlines call prioritisation and response times for both faults and changes.

4.3 Configuration / Change Management

- 4.3.1 Configuration management is based on standard working hours of 08:00 – 18:00 Mon-Fri excluding Public Holidays.
- 4.3.2 All requests for changes to the service configuration should be made in the first instance to the Net Support UK Ltd Support Services Team by either telephone to 029 200 22 333 or by email to support@nsuk.com. This will raise a unique Request Number. Following this Net Support UK Ltd will use best endeavours to process the Request without undue delay.
- 4.3.3 The Net Support UK Ltd Support services team have a specific SLA in place for helpdesk services. Please refer to Net Support UK Ltd Support Services SLA.

4.4 Planned Maintenance

- 4.4.1 Planned Maintenance refers to planned engineering works / network modifications carried out within Net Support UK Ltd's control. Examples of planned maintenance are Firmware Updates or hardware swap-out.
- 4.4.2 Net Support UK Ltd will liaise with the client to agree suitable times for planned maintenance. By default, all planned maintenance for Managed Firewall Services takes place within normal 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, Net Support UK Ltd reserve the right to carry out emergency maintenance at any time where it is necessary to maintain the integrity or security of the network. Net Support UK Ltd will endeavour to provide as much notification of such emergency maintenance as possible.
- 4.4.5 For shared platforms Net Support UK Ltd will endeavour to ensure that all planned maintenance is carried out within the preferred hours of 00:00-06:00.

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 Net Support UK Ltd are not living up to the commitments in this SLA, the following escalation path should be followed:

Business as Usual (BAU)	Support Services Team	support@nsuk.com
1st Escalation	Help Desk Manager	HDM@nsuk.com
2nd Escalation	Operations Manager	OM@nsuk.com
3rd Escalation	Operations Director	OD@nsuk.com
4th Escalation	Managing Director	MD@nsuk.com

5 Exclusions

5.1 Exclusions to this SLA

5.1.1 This Service Level Agreement and corresponding compensation 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 Net Support UK Ltd 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 Net Support UK Ltd in accordance with contract conditions

5.1.2 Where, in any particular instance, the Customer and Net Support UK Ltd 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.



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 @net_savvy

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