

## CCS talking business – Service Level Agreement (SLA)

### 1. Introduction

CCS understand your business communications are critical. Our clients need a reliable service which address all issues in a timely manner.

We are committed to taking full ownership of our client's issues, as well as improving our performance by listening to feedback.

This document outlines both internal and external SLA's in order to manage our clients expectations.

### 2. CCS talking business – Client Support SLA's

We endeavour to respond to all emailed queries within 1 hour of receipt, and aim to resolve any issues on the first call.

Standard working hours are Monday to Thursday 09:00 to 17:30 & 09:00 to 17:00 on a Friday (excluding Bank & Public Holidays)

All out of hours faults can be raised via 0333 0142 050

Clients will be informed of the expected timescale required to resolve issues and will be provided with progress updates throughout.

If you believe our SLA's are not being met, an Escalation route is provided for you, below:

Escalation Level	Department	Name & Role	Contact Details
1 <sup>st</sup> Level	Client Services	Service Desk	<a href="mailto:corpadmin@ccs.co.uk">corpadmin@ccs.co.uk</a> 0191 534 0140
	Sales Support	Your Account Manager	0191 534 0140
	IT Support	Service Desk	<a href="mailto:corpadmin@ccs.co.uk">corpadmin@ccs.co.uk</a> 0191 534 0140
2 <sup>nd</sup> Level	Operations/Client Services	Mark Henderson Client Services Manager	<a href="mailto:mark.henderson@ccs.co.uk">mark.henderson@ccs.co.uk</a> 0191 534 0140
	IT Support	Andrew Bentley ITC Manager	<a href="mailto:andrew.bentley@ccs.co.uk">andrew.bentley@ccs.co.uk</a> 0191 534 0140
	Finance	Arthur Houchen Finance Manager	<a href="mailto:accounts@ccs.co.uk">accounts@ccs.co.uk</a> 0191 534 0140
3 <sup>rd</sup> Level	Sales & Operations	Chris Lee Managing Director	<a href="mailto:chris.lee@ccs.co.uk">chris.lee@ccs.co.uk</a> 0191 534 0140
	Finance	Peter Seward Finance Director	<a href="mailto:peter.seward@ccs.co.uk">peter.seward@ccs.co.uk</a> 0191 534 0140

Service review meetings to measure performance will be carried out by your dedicated account manager. The frequency of these Meetings will be agreed in advance.

Your account manager will be the CCS lead and will be accountable for providing detailed feedback on performance facilitating any service improvement plans should they be required.

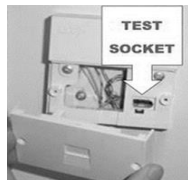
### 3. Broadband Outages

The standard level of care is a 48 working hour fix\*.

Working hours are Monday to Friday 08:00 till 18:00 (excluding Bank & Public holidays)

Enhanced Service Level Care is available at an additional fee

All equipment, on site, must be checked. Router and micro filters should be replaced and any analogue telephones tested to identify any line issues. Please see the test socket as below:



\*If faults are identified with the line and the DSL, then the standard care levels may vary.

#### 4. BT Network outage

CCS are bound by BT Openreach's service care levels, details of which are outlined below:

Care Level 1	Care Level 2	Care Level 3	Care Level 4
Fault Reporting 08:00 to 18:00 Monday to Friday (excluding Bank & Public Holidays)	Fault Reporting 24/7 Including Bank & Public Holidays	Fault Reporting 24/7 Including Bank & Public Holidays	Fault Reporting 24/7 Including Bank & Public Holidays
BT Engineers will carry out site visits, between working hours 08:00 to 18:00 – Monday to Friday (excluding Bank & Public Holidays)	BT Engineers will carry out site visits, between working hours 08:00 to 18:00 – Monday to Saturday (excluding Bank & Public Holidays)	BT Engineers will carry out site visits, between working hours 08:00 to 18:00 – Monday to Sunday (Including Bank & Public Holidays) Out of Hours Appointments are available on request*	BT Engineers will carry out site visits 24/7 Including Bank Holidays and Public Holidays
BT will respond within 4 working hours & aim to fix by the end of the second working day, up to 23:59 hours	BT will respond within 4 working hours & aim to fix by the end of the next working day, up to 23:59 hours	BT will respond within 4 working hours & aim to fix within 24 hours. Faults reported by 13:00, clear by 23:59 same day, Faults reported after 13:00 clear by 12:59 next day	BT aim to fix within 6 hours of the fault being reported.

Out of Hours Appointments - Appointments during the hours of 07:00 to 08:00 and 18:00 to 21:00 may be available at the customer's request and subject to availability.

Emergency repairs maintenance Levels can be elevated during a fault at an additional cost as a one-off solution. For example, Expedite Repair guarantees you a 6-hour repair if however, BT don't clear the fault within that time you would not be charged for the expedite.

Temporary divers can be implemented to help minimise the impact to the business.

#### 5. Mobile Faults

For the purpose of Fault reporting normal working hours are Standard working hours are Monday to Thursday 09:00 to 17:30 & 09:00 to 17:00 on a Friday (excluding Bank & Public Holidays)

Service Request	Target Response Time	Target Resolution Time
*Barring lost handsets to prevent unauthorised use *Network Bars *Loss of One Net Office connectivity *Office 365 issues affecting more than one user *Mobile Device management issues affecting more than one user	Dedicated Support Line: Immediate  E-mail: 1 hour response	Within 4 working hours
*Handset replacements and loan devices # *Faulty equipment (Including warranty exchanges) *SIM replacements *Engineer request *Handset & Technical Support *Billing enquiries *New & Upgrade connections *Adding/Removing Bundles *One Net Faults *Mobile Device Management issues & changes	Dedicated Support Line: Immediate  E-mail: 1 hour response	Within 8 working hours
*Tariff changes *Accessory orders *User / account name changes *Car Kit Tracking Installs *ISAAC reporting *PAC Requests (Less than 25)	Dedicated Support Line: Immediate  E-mail: 1 hour response	Within 48 working hours
*Billing recalculation and credits *Out of warranty support *Quarterly training visits *Individual user training & Support *Bulk PAC requests (25 and above)	Dedicated Support Line: Immediate  E-mail: 1 hour response	Agreed on a case-by-case basis

# In the event of device failure, CCS will endeavour to supply loan equipment where possible for the duration of the repair. We cannot guarantee the loan equipment will be of the same type as the faulty equipment.

## 6. Hosted Service Outages

CCS operate 4 levels of priority, allowing us to communicate the relative urgency and impact of the issue. Our Technical Support team will deal with all request equally under normal circumstances, however these priorities will enable us to prioritise more important issues during busy periods.

Priority	Description
Urgent	Problems that severely affect call processing service, traffic, or billing, and require immediate corrective action (24x7). <ul style="list-style-type: none"> <li>• Call processing is down for a large group of users (&gt;10% of users)</li> <li>• Mission critical operations are severely impacted and there is no workaround</li> <li>• Emergency calls (999/112) are not reliably working</li> </ul>
High	Urgent problems that significantly affect system operation, maintenance, backup, and administration, and require fast attention. <ul style="list-style-type: none"> <li>• There are call processing issues with a small group of users (&lt;10% of users)</li> <li>• System performance is degraded</li> <li>• There is no reasonable workaround</li> </ul>
Normal	Problems that do not significantly impair the functioning of the system and do not significantly affect service to customers. <ul style="list-style-type: none"> <li>• Problem is not service affecting</li> <li>• There is a reasonable workaround</li> </ul>
Low	You need information concerning our product capabilities, feature or configuration advice, or basic configuration. <ul style="list-style-type: none"> <li>• Configuration questions</li> <li>• Usability issue, documentation problem</li> </ul>

The Networks work to the following SLA's, as such will re-prioritise a tick that does not fall in to the prescribed definitions.

Priority	Description	Response	Restoration	Resolution
Urgent	Critical Fault - Loss of service - Multiple resellers/services affected	< 2 hours	< Hours	< 24 hours
High	High - Loss of service - single reseller or service	< 4 Business Hours	< 2 Business days	< 30 days
Normal	Medium - Disrupted service - multiple or single reseller or service	< 1 day	N/A	< 180 days
Low	Low - Single number destinations/QOS	As needed	N/A	As needed

## 7. IT Service Levels

CCS provide the following response times (depending on Contract Level) for all. This SLA covers only the equipment, software and services set out in the Agreement between CCS and the Customer during normal working hours. Standard working hours are Monday to Thursday 09:00 to 17:30 & 09:00 to 17:00 on a Friday (excluding Bank & Public Holidays).

Contract Level	Description
Premium	CCS endeavour to respond to all calls within 2 hours via telephone, remote dial in or onsite.
Intermediate	CCS endeavour to respond to all calls within 4 hours via telephone, remote dial in or onsite.
Pay As You Go	No response times are guaranteed on the Pay as You Go Contract Level.

This Agreement is written in a spirit of partnership. CCS will do everything possible to rectify all issues in a timely manner.

Additionally, this Agreement does not apply when:

- The problem has been caused by the use of equipment, software or service(s) in a way that is not recommended.
- The Customer has made unauthorised changes to the configuration or set up of affected equipment, software or services.
- The Customer has prevented CCS from performing required maintenance and update tasks.
- The issue has been caused by unsupported equipment, software or other services.

This SLA does not apply in circumstances that could be reasonably said to be beyond the Service Provider's control. Example: floods, war, act of god etc.

This Agreement does not apply if the Customer is in breach of contract with the Service Provider or CCS for any reason (e.g. late payment).

CCS aim to be most helpful and accommodating at all times, and will do its utmost solve any issues wherever possible