

Service Level Agreement

sms
uniserver

Overview

Vox Telecom has an uncompromising attitude towards service delivery and all our services are developed and delivered within the ITIL framework and backed-up by our dedicated Service Centre, delivering a single point of contact.

There are, however, customers maintaining business-critical, advanced technology solutions that require additional levels of support provided by a comprehensive Service Level Agreement. Vox Telecom's Managed Services Division offers a range of SLAs, which operate to the highest support standards and are delivered by qualified, certified engineers.

Benefits

- Defined support parameters, which shows our commitment to exceptional Service Delivery.
- Quantifiable reports show what service you have received and when.
- Proactive notifications mean you will be notified of a problem often before you notice there is one.
- We will pay you if we don't deliver.

Advantages

- Know in advance what service you will get.
- Hold us to account, if we don't deliver on our promises.
- Access skills you may not have in your Organisation.
- Compare us to other service providers.

Service Level Agreement

Service Desk

Incident Reporting and Problem Management

User Request Fulfillment

Monitoring and Management

Capacity Monitoring

Availability management

Professional Services

Resolution and Recovery

Upgrades

Change and Configuration Management

Health & performance Management

Training



CATEGORY	DELIVERABLE	EXPLANATION	BASIC	STANDARD	ADVANCED
Service Desk	Incident Reporting and Problem Management	<p>Incident Reporting:</p> <ul style="list-style-type: none"> Customer incident logging via email (inbound or outbound), telephone or online. Basic troubleshooting <p>Problem Management:</p> <ul style="list-style-type: none"> Automated incident logging based on system generated alerts for outages to the Vox Telecom Service Centre. 	<ul style="list-style-type: none"> 24x7x365 Inbound call or email by customer. Incident report available on customer request. N/A 	<ul style="list-style-type: none"> 24x7x365 Inbound call or email by service desk. Dedicated Support Engineers. Priority Escalations. P1 – Hourly updates until problem is resolved P2 – Daily updates until problem is resolved P3 – Daily updates until problem is resolved 	<ul style="list-style-type: none"> 24x7x365 Inbound call or email by service desk. Dedicated Support Engineers. Priority Escalations. P1 – Hourly updates until problem is resolved P2 – Daily updates until problem is resolved P3 – Daily updates until problem is resolved
	Customer Request Fulfilment	<p>A formal request from a customer to provide assistance with:</p> <ul style="list-style-type: none"> Account queries Links Passwords changes Change bundles Password reset Change user details MAC's 	<ul style="list-style-type: none"> Available via email or the Service Centre. 	<ul style="list-style-type: none"> Available via email or the Service Centre. 	<ul style="list-style-type: none"> Available via email or the Service Centre Level 3 engineers attending.
Monitoring & Management	Capacity Monitoring	<p>Monitors:</p> <ul style="list-style-type: none"> Modem Capacity Messaging throughput 	<ul style="list-style-type: none"> N/A N/A 	<ul style="list-style-type: none"> Included (provided remote access is granted) 	<ul style="list-style-type: none"> Included (provided remote access is granted)
	Availability Management	<p>Vox guarantees infrastructure / service delivery.</p> <ul style="list-style-type: none"> Guaranteed uptime. Mean time to respond. 	<ul style="list-style-type: none"> None Mean time to respond: <ul style="list-style-type: none"> P1 = 30 mins P2 = 30 mins P3 = 30 mins 	<ul style="list-style-type: none"> .None Mean time to respond: <ul style="list-style-type: none"> P1 = 30 mins P2 = 30 mins P3 = 30 mins 	<ul style="list-style-type: none"> None Mean time to respond: <ul style="list-style-type: none"> P1 = 30 mins P2 = 30 mins P3 = 30 mins
Professional services	Resolution and recovery	<ul style="list-style-type: none"> Guaranteed Technical Resource Availability Mean time to site. 	<ul style="list-style-type: none"> Engineer available – Billable engagement. N/A 	<ul style="list-style-type: none"> Engineer available: Billable engagement* Remote and on site repair. Mean time to site: 	<ul style="list-style-type: none"> Engineer available: Billable engagement* Remote and on site repair. Mean time to site:

		<ul style="list-style-type: none"> Faulty modem swap out 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> P1 = 4 hours P2 = 8 hours P3 = 36 hours 	<ul style="list-style-type: none"> P1 = 3 hours P2 = 6 hours P3 = 24 hours
	Upgrades	<ul style="list-style-type: none"> Hardware Firmware upgrades Software releases New software versions installs 	<ul style="list-style-type: none"> Billable Unlimited Unlimited Unlimited 	<ul style="list-style-type: none"> Billable Unlimited Unlimited Unlimited 	<ul style="list-style-type: none"> Billable Unlimited Unlimited Unlimited 	<ul style="list-style-type: none"> Billable Unlimited Unlimited Unlimited
	Change and Configuration Management	<p>Change Management</p> <ul style="list-style-type: none"> Physical moves of infrastructure Additional on-site installs <p>Configuration Management</p> <ul style="list-style-type: none"> Technical data; (software version, hardware specifications, warranties etc) Location recordkeeping. 	<ul style="list-style-type: none"> Billable engagement at hourly rate. Billable Unlimited Basic 	<ul style="list-style-type: none"> Billable engagement at hourly rate. Billable. Unlimited Basic 	<ul style="list-style-type: none"> Billable engagement at hourly rate. Billable. Unlimited Basic 	<ul style="list-style-type: none"> Billable engagement at hourly rate. Billable. Unlimited Basic
	Health and Performance Management	<p>Detailed report:</p> <ul style="list-style-type: none"> Server Health Status Advice on corrective action. 	<ul style="list-style-type: none"> N/A N/A 	<ul style="list-style-type: none"> Included Quarterly meetings to discuss performance issues. 	<ul style="list-style-type: none"> Included Quarterly meetings to discuss performance issues. 	<ul style="list-style-type: none"> Included Quarterly meetings to discuss performance issues.
	Training	<ul style="list-style-type: none"> User training for system / product use 	<ul style="list-style-type: none"> Billable 	<ul style="list-style-type: none"> Billable 	<ul style="list-style-type: none"> Billable 	<ul style="list-style-type: none"> Billable
Cost				<ul style="list-style-type: none"> 15% of monthly service fee 	<ul style="list-style-type: none"> 30% of monthly service fee 	
Product Description			SMS Uniserver Service Level Agreement - Basic	SMS Uniserver Service Level Agreement - Standard	SMS Uniserver Service Level Agreement - Advanced	
Product Codes			SLA-SMS-BAS	SLA-SMS-STA	SLA-SMS-ADV	

SLA Terms and Conditions

1. Definitions

- 1.1. "8x5x365" Service availability is 8h30 to 16h30 during Business Days.
- 1.2. "Allowable Downtime" The amount of non-availability calculated as a standard month of 43200 less the Guaranteed Uptime percentage of minutes.
- 1.3. "Emergency Redundancy Installations" will be done after 48 hours of downtime, Line of Sight and/or Network Feasibility permitting, and are non-billable.
- 1.4. "Fault" is defined as a system affecting interruption that is classified as one of 3 priorities; P1, P2 or P3.
- 1.5. "Firmware Upgrades" are limited to equipment rented from the supplier.
- 1.6. "Emergency Lightning Replacement" is applicable to equipment rented from the supplier, and will be replaced same day if requested before 12h00.
- 1.7. "Guaranteed Uptime" is the amount of service availability measured as a percentage of 43200 minutes.
- 1.8. "Incident" is used interchangeably with "Fault".
- 1.9. "MACs" means Moves Additions and Changes
- 1.10. "Mean Time to Respond" (MTTR): The time taken to contact the customer.
- 1.11. "Mean time to Repair "(MTTR)": The time taken to restore the service to normal operation.
- 1.12. "Mean time to Site" (MTTS): The time taken for an Engineer to get to the customer's premises. Based on a 50km radius from the supplier's premises.
- 1.13. "Monthly Service Fee" shall be the annuity billing amount of the underlying service after any discounts.
- 1.14. "Off-site Configuration Storage" is done once every 24 hours.
- 1.15. "Penalties" For the purposes of calculating Penalties, all months will be

deemed to be 43200 minutes long, irrespective of the actual number of days in that particular month. In the event that the total availability during the calendar month in question is less than the Guaranteed Uptime, the Penalty shall be calculated as a percentage of the Monthly Service Fee multiplied by the period of downtime, less the amount of Allowable Downtime. No penalties will be issued for any period during with the service is unavailable for less than 15 consecutive minutes.

- 1.16. "P1": Priority 1 – Major system outage with all users affected. Customer cannot continue with normal operations
- 1.17. "P2": Priority 2 – Major system failure with many users affected. Business can continue but is impaired.
- 1.18. "P3": Priority 3 – Minor fault or operational problem, causing user problems but not affecting day to day operation.
- 1.19. "Priority Number": is a telephone number assigned exclusively to the supplier's Managed Services Customer.
- 1.20. "Software Upgrades": are limited to equipment rented from supplier.

2. Conditions

- 2.1. Non-billable engagements will become billable where the fault is determined to be on the Customer side.
- 2.2. Internet Connectivity SLAs must be taken in conjunction with last mile SLA's for Penalties to be payable.
- 2.3. Penalties are only payable on fixed annuity amounts and not usage.
- 2.4. MPLS VPNs must be taken in conjunction with last mile SLAs for the Penalties to be payable.