# Service Level Agreement

## SLA

## On-site PBX SLA

| SERVICE DESK | | | |
|---|---|---|---|
| **CATEGORY** | **DESCRIPTION** | **STANDARD** | **ADVANCED** |
| **Incident Management** | Incident detection, recording, classification, investigation and diagnosis.<br><br>Manage and co-ordinate incidents. Serves as a single point of contact, entry and exit for customers keeping a customer informed of progress and advising on workarounds.<br><br>Restore normal service operation as quickly as possible and minimise the adverse effect on business operations | 24 x 7<br>Mean time to respond: 1 hr<br><br>Business General Desk<br><br>**Feedback:** Issue Resolved<br><br>**Troubleshooting**: Best effort<br><br>**Escalation:** On-site support | 24 x 7<br>Mean time to respond: 30 min<br><br>Dedicated Support Desk<br><br>**Feedback**: Hourly Updates to resolution<br><br>**Troubleshooting**: 1 hr Remote Support<br><br>**Escalation:** On-site support |
| | On Site Support | On Site Engineer Visits:<br>**Included**- Vox issue<br>**Billable**- Client issue<br><br>Mean time to Site:<br><br>Metropolitan areas<br>P1- 5 business hours<br>P2- 9 business hours<br>P3- 34 business hours<br><br>Regional areas:<br>P1- 6 business hours<br>P2- 10 business hours<br>P3- 38 business hours | On Site Engineer Visits:<br>**Included**- Vox issue<br>**Billable-** Client issue<br><br>Mean time to Site:<br><br>Metropolitan areas<br>P1 - 3 business hours<br>P2- 7 business hours<br>P3- 24 business hours<br><br>Regional areas:<br>P1- 4 business hours<br>P2- 8 business hours<br>P3- 30 business hours |
| | Reporting:<br><br>• Request Fulfilment Reports<br><br>• Incident<br><br>• Monthly Service Report | <br><br>On Request<br><br>On Request<br><br>N/A | <br><br>Included<br><br>On Request<br><br>Included |

| Request Fulfilment | 1st line management of basic user change requests which are often minor (standard) changes (e.g., extension name changes) or requests for information. | 8 x 5 Business General Desk | 24 x 7 Dedicated Support Desk |
|---|---|---|---|
| | | Mean Time to Respond: 1 hour | Mean Time to Respond: 30 min |
| | | **Feedback**: Upon Issue resolution | **Feedback**: Hourly updates to resolution |
| SLA Stock | • Hardware Replacement for faulty equipment within warranty | Included<br><br>Best Effort | Included<br><br>Metropolitan areas:<br><br>P1- 6 business hours<br>P2- 12 business hours<br>P3- 24 business hours<br><br>Regional areas:<br><br>P1- 7 business hours<br>P2- 13 business hours<br>P3- 25 business hours |

| MONITORING AND REPORTING | | | |
|---|---|---|---|
| CATEGORY | DESCRIPTION | STANDARD | ADVANCED |
| Event Management | Performance monitoring against pre-defined thresholds | N/A | N/A |
| Capacity Monitoring | Performance monitoring against configured capacity | N/A | N/A |

# Service Level Agreement

| SERVICE OPERATION | | | |
|---|---|---|---|
| **CATEGORY** | **DESCRIPTION** | **STANDARD** | **ADVANCED** |
| **Problem Management** | Resolve the root causes of incidents to minimize the adverse impact of incidents and problems on business caused by errors within the Vox IT infrastructure, and to prevent recurrence of incidents related to these errors. | Notification Alerts 24x7<br><br>Updates to Resolution 8x5<br><br>P1- 1-2  business hours<br>P2- 2-3  business hours<br>P3- 3-4  business hours<br>P4- 3-4  business hours | Notification Alerts 24x7<br><br>Updates to Resolution 8x5<br><br>P1- 1-2   business hours<br>P2- 2-3   business hours<br>P3- 3-4   business hours<br>P4- 3-4   business hours |
| **Change management** | Change Management,<br>• Maintenance<br>• Emergency maintenance, etc | 8 x 5<br><br>Notification Alerts<br><br>Standard Changes<br>48 hours<br>Emergency Changes<br>3  business hours | 8 x 5<br><br>Notification Alerts<br><br>Standard Changes<br>48 hours<br>Emergency Changes<br>3  business hours |

| PBX MAINTENANCE AGREEMENT<br>(PBX Maintenance Agreement is compulsory with every PBX SLA) | | |
|---|---|---|
| **CATEGORY** | **DESCRIPTION** | **DELIVERABLES** |
| **Training** | Dedicated on-site session for refresher telephone user training | On Request - 2 hours per annum (no roll-over) – Non-billable |
| **Stock holding and replacement** | Hardware stock holding<br><br>Hardware replacement for faulty equipment out of warranty | Included<br><br>Included |
| **Software maintenance** | PBX software and firmware updates for corrective measures and system functionality enhancements.<br>Firmware will be updated on the principle of N-2 | Bi-annually – non-billable |
| **Configuration and password management** | Off-site storage and back-up of PBX configuration | Update when change occurs |

## 1. Definitions

1.1. "8x5" Service availability is 8h00 to 17h00 during business days, Monday to Friday, excluding public holidays.

1.2. "24x7" Service availability is 00h00 to 23h59 including weekends and public holidays.

1.3. "Incident" – An event either defined as P1/2/3 and logged with Vox in accordance with ticket logging procedures

1.4. "Faulty equipment"- is defined as malfunctions of Vox provided equipment under normal conditions

1.5. "Mean Time to Respond" The average time taken to contact the customer. This includes system generated responses.

1.6. "Mean Time to Site" (MTTS): The average time taken for an Engineer to get to the customer's premises. Based on a 50km radius from Vox Main offices (Johannesburg, Pretoria, Cape Town, Durban, Port Elizabeth, East London, Bloemfontein and Kimberley). *Subject to change based on Product and Client SLAs. This is calculated based on a calendar month.

1.7. "P1": Priority 1 – Major system outage with all users affected. Customer cannot continue with normal operations

1.8. "P2": Priority 2 – Major system failure with many users affected. Business can continue but is impaired.

1.9. "P3": Priority 3 – Minor incident or operational incident, causing user issues but not affecting day to day operation.

1.10. Request fulfilment-all requests are categorized as P3

1.11. "Dedicated resource" – dedicated engineer allocated to client

1.12. Metropolitan areas are defined as: Pretoria, Johannesburg, Cape Town, Durban.  Regional areas are defined as: Port Elizabeth, Bloemfontein, Kimberly, Upington, Nelspruit, Polokwane, Rustenburg and other outlying areas.

1.13. "N-2" is defined as two software or firmware version behind the most current

## 2. PABX Service Level and Maintenance Agreement Terms and Conditions

2.1. Replacement turn-around times start after the mean time to site time has elapsed and full evaluation has been completed

2.2. Refresher end-user training is limited to handsets procured from Vox and sessions will only be conducted during business hours.

2.3. Hours shown are Business hours (8h00 to 17h00)

2.4. Non-billable software and firmware management is only applicable to customers with software assurance / protection and is limited to the PBX only. Customers without software assurance / protection will be billed for any software or firmware upgrades.

2.5. Software maintenance, Configuration and password management within the PBX maintenance agreement are limited to PBX's with a Vox data / VOIP service to ensure guaranteed manageability and access to the PBX by Vox.

2.6. Non-billable stock replacement is only applicable for faults or standard wear and tear.  Stock replacement excludes equipment damaged by abnormal events, including but not limited to malicious damage, fires, power surges, flooding, and any Acts of God.

2.7. Specific equipment manufacturer warranty periods not listed below are deemed as 12 months from date of delivery of equipment:

    2.7.1. Far South – 12 months

    2.7.2. Alcatel-Lucent Enterprise – 12 months

    2.7.3. Yealink – 24 months

    2.7.4. Polycom – 12 months

2.7.5. Gigaset – 12 months
2.7.6. UPS's – 12 months
2.7.7. Headsets – 12 months
2.7.8. Ubiquiti network switches – 12 months
2.7.9. Grandstream ATA's – 12 months

2.8. Non-billable engagements will become billable where the fault is determined to be on the customer side

2.9. Third party vendors may not install, program, service or maintain the equipment covered in this SLA, without the express written permission of the Supplier. Any unauthorized maintenance on the PBX will result in immediate cancellation of the SLA and maintenance agreements with cancellation penalties payable.