

Service Level Agreement

This Service Level Agreement (SLA) specifies the timeframes in which Chiltern Telecom LTD will respond to and resolve issues across our product portfolio.

Chiltern Telecom LTD make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. Chiltern Telecom LTD delivers communications services to business customers throughout the UK.

While we may not provide all the component parts of our services ourselves, we do take responsibility for the services delivered to you and therefore we will liaise with our suppliers to ensure that any problems with their services are resolved promptly.

Service Availability

Chiltern Telecom LTD will make every effort to ensure that the service is available 24/7/365 subject to planned carrier outages. Planned carrier outages will be communicated directly to the customer in writing providing relevant notice.

Scope and Responsibilities

Chiltern Telecom LTD are available between 08:00 and 18:00, Monday to Friday excluding public holidays, and can be contacted using one of the following:

- Telephone: 01525 221768
- E-mail: support@chilterntelecom.co.uk
- Web: www.chilterntelecom.co.uk
- Post: Chiltern Telecom LTD, Unit 11/12 Leighton Ind Park, Billington Road, Leighton Buzzard, LU7 4AJ

We will maintain the equipment and services as detailed on the sales order form at the installation address shown on the sales order form.

Under our maintenance agreement, we will cover the following items supplied by Chiltern Telecom LTD:

- Licences and software
- Handsets and headsets
- CCTV cameras
- Access control units
- Routers and switches
- Wireless access points and controllers
- Phone lines
- Broadband and connectivity services
- Network services

The following items are not covered under this agreement unless otherwise stated on the sales order form:

- Cabling
- Replacement batteries
- Existing IT infrastructure including both hardware and software
- Hardware that has not been provided by Chiltern Telecom LTD
- Configuration and management of third-party network services

Once a fault has been received, Chiltern Telecom LTD are responsible for the following:

- Every fault received will be logged and assigned to a Chiltern Telecom LTD representative.
- Chiltern Telecom LTD will provide support via telephone, email or in person to fix the issue.
- Regular updates will be provided as per our response times below.
- Where an engineer is required, the date and times of such visits will be communicated to the customer.

- Chiltern Telecom LTD are responsible for holding carriers and service providers to their SLA's and escalate where required.
- Once a fault has been resolved, Chiltern Telecom LTD will confirm this via telephone, email or in person.
- Ongoing monitoring post fault resolution will continue for a period of 5 working days.

When logging a fault, the customer is responsible for the following:

- Notify us immediately of any fault in the equipment and/or any repair necessary to enable us to proceed uninterrupted with the performance of this agreement.
- Provide the necessary details to allow us to identify the faulty service such as a telephone number, site name or username.
- Provide contact name/s and detail/s to allow Chiltern Telecom LTD to contact the customer for updates and fault resolution. If a third party has been appointed as the contact, written authorisation is required from the customer to confirm this.
- Afford our staff and our other authorised personnel full and safe access to the installation address and the equipment to enable us to carry out the repair.
- Provide us with, and be responsible for, the safety of such adequate free working space and facilities as may be necessary for the performance of this agreement.
- Comply with all statutory requirements (including those relating to health and safety) which apply to the services at the installation address.
- Performing first line checks such as checking that the equipment connected and powered correctly, including phones, routers etc.
- Completing diagnostic checks when requested by our staff and our other authorised personnel.
- Confirming that the particular fault reported has been resolved.

Service Levels

Chiltern Telecom LTD understand that all customers are important and should be treated equally, regardless of size or location. However, to provide the first-class service we strive for, incidents which affect the core service and affect a customer from functioning are assigned a higher priority than routine configuration changes. Therefore, the following priorities are assigned to different requests.

The status of faults and their associated service levels is closely monitored internally with a traffic light system to ensure that SLA's are always kept to.

For clarity, all of the times listed below are applicable from 08:00 to 18:00, Monday to Friday excluding public holidays.

Level 1 (Service Down) – Faults where there is a total failure or a fault which makes the service unusable.

- Initial response time: 30 minutes
- Frequency of updates: 2 hours
- Target fix time: 8 hours

Level 2 (High) – Faults that make the functionality or performance of the service limited.

- Initial response time: 30 minutes
- Frequency of updates: 2 hours
- Target fix time: 2 days

Level 3 (Medium) – Faults that affect the service of a single device or component rather than the whole service.

- Initial response time: 30 minutes
- Frequency of updates: 4 hours
- Target fix time: 2 days

Level 4 (Low) – Requests for configuration changes.

- Initial response time: 30 minutes
- Frequency of updates: 1 days
- Target fix time: 2 days

Escalation

If you are not happy with progress of a fault resolution, you can ask the person to whom you are speaking to escalate the matter to their manager. The internal management team will then review the case accordingly.

Out of Hours Support

Faults can be reported out of hours 24/7/365 by using the standard Chiltern Telecom LTD contact details. Faults on fixed network and broadband services will be logged with the relevant carrier out of hours. However, some carrier response times are only during working hours. For other faults and configuration changes, if there is available support resource available the request will be processed, otherwise it will be processed during business working hours.

