SLA

for Cxp Platform Availability and Support Services

Cxp Platform

The Cxp Platform comprises four principal elements:

a. A platform that services the telephony infrastructure that routes inbound and outbound calls for Customers and the UK telecoms network.

b. A platform that services digital communication that routes inbound and outbound communications between Customers and digital third parties.

c. Connect365 administration portals, being self-service web portals that allow Connect365 to manage directly the configuration of the voice and digital channels, call routing, IVR, recording, workflow builder, AI chatbots and other features.

d. Customer administration portals and agent interface that provides access to an amount of self-service, management reports and the use of the digital and voice services.

The Cxp Platform has been designed with no single point of failure and to evenly distribute load to optimize throughput and performance. The key elements that contribute to this are:

- Multiple data centres and cloud and physically diverse sites across the UK with independent power supply and connectivity
- Multiple interconnects per site
- Multiple telephony servers per site
- Multiple WANs and LANs per site
- Distributed database architecture
- Distributed webserver architecture
- Load balancing across services
- Enough headroom to ensure uninterrupted service of voice in event of one data centre failure

Cxp Platform Availability

99.999% for Telco and 99.99% for SaaS products.

The Cxp Platform is considered unavailable in any period in which all core services are simultaneously unavailable.

We operate our digital product on the Azure platform, any outage to Azure is excluded from our availability SLA (and calculations).

Cxp Platform

Maintenance events

Maintenance work that may require interruption of the services shall not normally be performed during normal business hours. Connect365 may interrupt the service provision outside normal business hours for maintenance provided that it has given the customer advance written notice. Reasonable measures shall be made to mitigate against service loss and faults caused.

If emergency maintenance is required, Connect365 will try to notify customer. Emergency maintenance may occur at any time of the day. Connect365 shall always endeavour to keep any service interruptions to a minimum.

Product outages as a result of maintenance events shall not be treated as platform unavailability.

Support services
Part A – Customer Support

Connect365 shall provide 1st line support to its customer. Second line support is provided by TelXL. Connect365 can contact TelXL technical support in order to report problems that they cannot resolve themselves, only after they have performed a reasonable level of diagnosis.

It is the responsibility of Connect365 to install / configure and maintain their Customers on the Cxp Portal.

Connect365 requested Service enhancements

Connect365's customers may require bespoke work to be carried out to an existing feature or require the build of a new product. In this event, Connect365 will submit a change request form in line with the change management process on behalf of the customer. Each piece of work will be quoted on an individual basis.

Support Definition

Level	Definition	Example	Responsibility
Level 1 Support (1st line)	1st line support will aim to help a customer fix their issue quickly and efficiently so they can continue to use the Service. They will usually have a broad, general knowledge of the products and will have the knowledge and training to deal with the majority of the basic issues	If issues are experienced with a single agent, 1st line support would investigate the unique elements of the agent, their connectivity, firewall, Headset, audio settings etc	Connect365

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Level	Definition	Example	Responsibility
Level 2 Support (2nd line)	2nd line support is provided to customers that have issues which are specialist or too technical for the 1st line support staff. 2nd line support will have in-depth and specialist knowledge to deal with customer issues. 2nd line support will also likely have a number of conversations with Connect365 in order to help rectify customer issues	An issue with DTMF (Dial Tones) is investigated by 1st line support, they are able to reproduce the issue but cannot resolve An issue with live chats not delivering, that is not the fault of the channel provider, they are able to reproduce the issue but cannot resolve	TelXL Technical Support in cooperation with Connect365
Level 3 Support (3rd line)	3rd line support is provided when an issue requires a Technical Team to resolve it, such as a developer or network operations. Issues requiring these teams, may incur a longer lead time for lower priority issues and require the product team to assess the work required, with the work potentially then included in a development sprint	A Customer is unable to run a specific report for a specific date. It is determined that the issue is due to a lack of access to the data in the database and that it will need support from the Technical Team	TelXL Technical Support in cooperation with Connect365

Part B - Fault reporting and resolution

A fault is an issue unresolved by Connect365 after investigation.

Connect365 accepts incident submissions Mon-Fri between 8.00am and 18.00pm. Connect365 uses reasonable endeavours to process support requests, issue ticket tracking numbers, determine the source of the problem and respond to the customer. Connect365 uses reasonable endeavours to respond to and resolve all support requests within the time periods specified below, according to priority.

Connect365 shall determine the priority of any incident or issue in accordance with the following table.

Connect365
SLA

Priority	Description	Response time to acknowledge and act upon the fault	Target resolution time
Priority 1	75% or more of the Services in use are failing and there is no work around. Priority 1 incidents shall be reported by telephone and followed by a support ticket	Within two normal business hour	Four normal business hours. Continuous effort after initial response and with customer co- operation
Priority 2	Operation of the Services in use are severely degraded or major components of the Services are not operational. Priority 2 incidents shall be reported through the creation of a service desk ticket	Within four normal business hours	Within two business days after initial response
Priority 2	Operation of the Services in use are severely degraded or major components of the Services are not operational. Priority 2 incidents shall be reported through the creation of a service desk ticket	Within 12 normal business hours	Within seven business days after initial response. Tickets that require development will not fall into this timeframe
Priority 2	Operation of the Services in use are severely degraded or major components of the Services are not operational. Priority 2 incidents shall be reported through the creation of a service desk ticket	Within 24 normal business hours	When reasonably possible

If a Priority 1 or Priority 2 incident has not been resolved within the target resolution time, the incident shall be escalated to the support team manager. If the incident is not resolved, then after each successive increment of the target resolution time the incident shall be escalated to the Technical Account Manager, followed by Head of Operations, followed by the COO, followed by the CEO.

TelXL shall provide monitoring of its Services for Connect365 24 hours a day seven days a week.