

Connect365 SLA



connect365
Future Proof Communications

1. Definitions and interpretation

1.1 In this SLA:

“Business Day”	means Monday to Friday, excluding English bank and public holidays.
“Business Hours”	means 08:00 – 18:00 on Business Days.
“Customer Equipment”	means equipment used by the Customer in connection with the Services, whether or not supplied by Connect365.
“P1 Incident”	means an incident where there is a total failure of the Services, or failure of a component that renders the affected Services unusable, for more than 50 individual end users for a continuous period of more than 5 minutes.
“P2 Incident”	means an incident which reduces the level of functionality or performance of the affected Services across more than 50 individual end users for a continuous period of more than 5 minutes.
“P3 Incident”	means an incident which affects (i) more than five but fewer than 50 subscribers for a continuous period of more than 5 minutes or (ii) a component that has a limited effect on call functionality or the rest of the system.
“P4 Incident”	means (i) an incident which affects more five or fewer subscribers for a continuous period of more than 5 minutes or (ii) a service request for configuration changes or a loss of functionality that is not service affecting.
“Target Resolution Times”	has the meaning given to it in paragraph 2.2.
“Target Response Time”	has the meaning given to it in paragraph 2.1.

2. Incident Reporting

- 2.1 Customers can report Incidents at any time either:
- (a) by sending an email to support@connect365.uk; or
 - (b) by calling Connect365's support desk on 0800 0116559.
- 2.2 Connect365 will triage the Incident using remote diagnostics and provide an initial response within the Target Response Time set out in paragraph 3.1 below. The initial response will include the confirmation that the Incident has been logged, and a Connect365 Incident ticket reference number that the Customer must use in all correspondence relating to the Incident.
- 2.3 Connect365 will notify the Customer whether an Incident has been designated as a P1, P2, P3 or P4 Incident following triage.
- 2.4 Connect365 will provide the Customer with progress updates until the Incident has been resolved.

3. Incident Management

- 3.1 Connect365 will use commercially reasonable efforts to provide an initial response ("Target Response Time"):
- (a) for P1 Incidents, P2 Incidents, and P3 Incidents within one (1) Business Hour; or
 - (b) for P4 Incidents, within four (4) Business Hours.
- 3.2 Connect365 will use commercially reasonable efforts to Incidents within the following times ("Target Resolution Times"):

Services	P1 Incidents	P2 Incidents	P3 Incidents	P4 Incidents
MyIP Voice	8 hours	10 Business Hours	48 Hours	48 Hours
DSL	48 hours	n/a	n/a	n/a
FTTC - Standard	48 hours	n/a	n/a	n/a
FTTC - Business	7 hours	15 Business Hours	20 Business Hours	30 Business Hours
Direct Circuit-Fibre	6 hours	10 Business Hours	20 Business Hours	30 Business Hours
SIP	6 hours	10 Business Hours	20 Business Hours	50 Business Hours
Wires Only	48 hours	n/a	n/a	n/a
Telavox Flow	6 hours	10 Business Hours	20 Business Hours	50 Business Hours

- 3.3 For the purposes of calculating the time taken to resolve an Incident, the following time is excluded:
- (a) Connect365 has requested and is awaiting information missing from the Customer's reporting of the Incident;
 - (b) Connect365 is waiting for power down or up of any Customer Equipment, or the results of other tests;
 - (c) Connect365 is waiting for the Customer to provide access to the Customer's premises and/or Customer Equipment; and
 - (d) Connect365 or its contractor is unable to access the Customer's premises and/or the Customer Equipment at an agreed time for a visit appointment.

4. Service Availability

- 4.1 Connect365 shall use commercially reasonable efforts to ensure that during each calendar month the following Services achieve the following availability:

Services	Availability
MyIP Voice	99.9%
FTTC - Business	99.9%
Direct Circuit-Fibre	99.9%
SIP	99.9%
Telavox Flow	99.9%

- 4.2 Availability is calculated on a calendar monthly basis using the following formula:

$$\{ [(M - TD) / M] * 100 \} \%$$

Where:

- (a) "M" is the number of minutes in the calendar month.
- (b) "TD" is the aggregate number of minutes of all Downtime during the calendar month, where the duration of each outage is measured as the elapsed period between the time that the Customer reports an Incident to Connect365 and the time that Connect365 notifies the Customer that the Incident has been resolved.
- (c) "Downtime" is any period during which the Services are not Available, other than where the non-Availability results from:

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- (i) maintenance carried out where Connect365 has given at least 48 hours' prior notice to the Customer; or
- (ii) non-availability of the internet, or a failure of the Customer Equipment, or a power outage at the Customer's premises; or
- (iii) any act or omission of the Customer, or any person acting on behalf of the Customer, which prevents or delays the availability of the Services; or
- (iv) a Force Majeure Event.