

CCP Colt Intelligent Communications Service Level Agreement



1 Introduction

This SLA sets out the metrics and performance compensation regime for Colt Intelligent Communications (CIC).

This SLA does not apply to Colt connectivity Services which are provided under a separate Order. The applicable SLA is stated on the Order Form signed between Colt and Customer for Connectivity Services.

2 Service Delivery Agreement

Following Order Acceptance, Colt will confirm the Colt Promise Date (CPD) which is the date on which we will deliver the Service. If the CPD is not met, then you will have the right to claim service credits, as set out in Table C below. The Colt Intelligent Communications Service is comprised of several components that together form an integrated solution. The Service can be delivered as a complete solution or each component can be delivered separately if required by the Customer. Complete solution delivery includes licensing, session border controller and end-user device delivery and configuration, and all related professional services. The target delivery lead times applicable if the Service is delivered as a complete solution are specified in Table A: Target delivery lead times for complete solution delivery and vary according to the connectivity option ordered separately by the Customer. The target delivery lead times where each component of the service is delivered separately are specified in Table B: Target delivery lead times for solution components. The target delivery lead times are an estimate of the time it will take Colt to deliver the Service or component from the date of Order Acceptance. All lead times are Working days from the date of order acceptance

Table A: Target delivery lead times for complete solution delivery

Services	CIC components Target Delivery Lead Time
CIC with Dedicated SIP Trunk	25
CIC with Colt IP Access (no Colt voice)	20
CIC with Colt IP Access and convergent SIP Trunk	25
CIC with Dedicated Cloud Access (DCA) (no Colt voice)	20

Notes:

- (i) Data and voice connectivity Services are ordered separately and are subject to the respective Service Level Agreement and service credit regime specified on the Customer's connectivity Order Form.

- (ii) The target delivery lead times will take effect after the underlying data service is available.
- (iii) Billing will commence when the complete solution has been delivered if the Customer has selected this delivery option. If the Customer requires each component to be delivered separately then billing will commence on a per-component basis as each component is delivered.

Table B Target delivery lead times for solution components

Service Area	Description	Target Delivery Lead Time
Office 365 Licence activation	Working days from the order acceptance	5
Delivery of hardware components (Session Border Controller (SBC), Handsets, Headsets, other)	Pre-staged devices* (SBCs and Handsets)	20
	Non pre-staged devices* (i.e. Headsets)	10
Professional Services	Working Days from the date when the PO is approved to the PS commencing or according to timings agreed with the Customer.	25
Training and consultancy	Working Days from the date when the PO is approved to the PS commencing or according to timings agreed with the Customer	25

Notes:

*The target delivery lead times for hardware components depend on the type of hardware and configuration requirements. SBCs and handsets need to be configured (pre-staged) before being shipped to the Customer's site. Headsets do not need prior configuration (non-pre-staged) and are subject to a shorter target delivery lead time.

Billing will start after the specific components are delivered.

Table C: Service Credits for the Service Delivery Agreement

Days past Target Delivery Lead Time	Service Credits as a % of Professional Services charges
>2 & ≤ 5	1%
> 5 ≤ 10	3%
> 10	5%

Notes:

Service credits for the Service Delivery Agreement will be calculated as a percentage of the charges for the professional services provided for installation and configuration of the Service. These charges are specified on the Customer's Order form.

3 Support Types and Options

Support for the CIC Service is divided into two support types; Office 365 Support Services and Hardware Support Services.

Colt Intelligent Communications Office 365 Support Services

CIC Office 365 Support Services provides English language 24 x 7 Helpdesk support covering remote troubleshooting and diagnostic analysis of configuration and solution Faults and the delivery of appropriate remedies. Local language first line Helpdesk support will be provided during local Business Hours.

Helpdesk support is focused on providing support services to IT Administrators while platform updates and upgrades will be performed according to Microsoft's recommendations.

Microsoft Services that have not been provided as part of the Colt Intelligent Communications Services will not be covered by Office 365 Support Services and this SLA will not apply.

Colt Intelligent Communications Hardware Support Services

Support and maintenance for the Customer's CIC hardware is provided under the Colt Hardware Support Service. The Hardware Support Service includes remote support management of Session Border Controllers (SBC) and depending on the Customer's specified options replacement of faulty equipment under the Advance Hardware Replacement (AHR) scheme.

Hardware Support Services – Remote Support and Management of Session Border Controllers

Remote support and management is enabled for all the SBCs provided under the CIC Service. The Customer must provide internet based access to the device (allowing SSL access) to enable Colt to provide remote support and management. The Service is provided 24x7 and is initiated for a device after logging a ticket with Colt's Helpdesk

Colt will be responsible for:

- Reactive incident logging
- Incident resolution and restoration
- System administration

- Management and troubleshooting in response to alarms detected on the devices

Colt may implement a temporary resolution of a Fault using Resolution In Place.

Hardware Support Services – SBC Advance Hardware Replacement (AHR)

Session Border Controllers (SBC) are covered under the AHR scheme. Faulty equipment will be replaced under the AHR scheme in the event Colt is unable to resolve the fault using remote support and maintenance or if determined by Colt by sending an engineer to the Customer's site.

Hardware Support Services – Colt Provided CPE Advance Hardware Replacement (AHR)

AHR can be provided as an optional service covering Colt provided CPE including headsets, handsets and audioconference devices. After a fault ticket is logged by Colt's Helpdesk a new device will be pre-configured (if required) and dispatched to the Customer's premises within 5 Business Days. It is the Customer's responsibility to install the new device, confirm receipt of the device to Colt and pack and prepare the faulty device for courier collection.

In the event any device is incorrectly reported to be Faulty, Colt will conduct an investigation and the Customer shall be liable for costs incurred due to the error. Faults on devices under warranty will be logged with Colt's Helpdesk. Colt will manage the Fault under manufacturer warranty and no SLA will apply to warranty repairs.

4 Fault Handling Agreement

Colt offers a Target Time To Repair ('TTTR') for Service-Affecting Faults as set out in Table E: Fault resolution times for the Fault Handling Agreement. The TTTR is the target length of time from when we have logged the Fault until the time the Fault is cleared.

When the Fault is logged in Colt's ticketing system by opening a trouble ticket, either due to the Customer reporting the Fault or due to Colt detecting the Fault, Colt will categorise the Fault and assign a Priority Level according to the classifications in Table D: Priority Level definitions.

In the event that Colt fails to meet the TTTR for Service-Affecting-Faults then the Customer will have the right to claim service credits for each specific Service as set out in Table F: Service Credits for the Fault Handling Agreement. Service Credits will only apply to software faults on the Office 365 services and hardware faults in the SBCs. Service Credits do not apply to faults relating to Colt provided CPE.

Table D: Priority level definitions

Priority Level	Definition
P1	Service Affecting Fault - Major issues affecting the whole service – the service is unavailable affecting 100% of users.
P2	Service Affecting Fault – The service is unavailable and is affecting less than 100% of users but more than 25% of users.
P3	Non-Service Affecting Fault – The service is unavailable and is affecting less than 25% of users.
P4	Non-Service Affecting Fault - service requests including reporting requests, detailed incident reports, moves, adds, and changes of the service configuration

Table E: Fault resolution times for the Fault Handling Agreement

Fault Priority Level	Resolution Time
P1	5 hours
P2	1 day
P3	7 days
P4	Best effort

Table F: Service Credits for the Fault Handling Agreement

The following Service Credits apply to the fault resolution times specified in Table E: Fault resolution times for the Fault Handling Agreement

Hours past Resolution Time	Compensation Service Credits as a % of monthly fees
>1 & ≤ 2	1.00%
> 2 ≤ 5	2.00%
> 5	3.00%

The following items are excluded from Office 365 support services:

- (i) Requests related to data deletion either due to an expired Office 365 subscription, cancellation, data corruption or data deletion linked to a retention policy.
- (ii) Any services or support offerings considered to be professional services (Example: E-mail, application or data migrations, tutorials, on-boarding, application installations and initial configuration and setup of Office 365).
- (iii) Office 365 Backup or Recovery.
- (iv) Design and or creating materials except as necessary for describing the services being provided (document, presentations files, etc.).

- (v) Support of Active Directory, Active Directory Federation Services or hybrid configurations of Office 365 where the implementation has not been performed in accordance with Microsoft's recommended best-practices. Support is offered on a best-efforts basis only.
- (vi) Support of add-ons, software or other technology not included in Office 365.
- (vii) On-Premise Support, should a customer's request for assistance require a technician to be physically present to resolve.
- (viii) Assistance with the configuration of any client applications other than Office 365 on mobile devices and mobile operating systems.
- (ix) Support for software where it is installed on outdated or unsupported platforms or hardware as per Microsoft guidelines.

General terms applicable to the Fault Handling Agreement

- Service credits will not apply when Fault is caused by known Microsoft software defects.
- The fault resolution times will not apply in the event that a Fault requires a software patch to be deployed by the software vendor.
- Following Colt's initial diagnosis, if Colt determines the Fault is due to the Customer's underlying connectivity service (provided by Colt) then the Service Level Agreement applicable to such connectivity service will apply and the Customer will not be entitled to claim additional Service Credits under the CIC SLA.
- If Colt is unable to diagnose the cause of the Fault due to a loss of the remote management connection to the affected devices, then Colt's diagnosis will begin and fault resolution times will apply when the connection is restored either by Colt if Colt provides the connection, or by the Customer's 3rd party provider. If Colt provides the remote management connection then the restoration of the connection will be carried out in accordance with the terms of the applicable connectivity service SLA and this CIC SLA will not apply to that connection.
- The Customer must gather sufficient technical information pertaining to the issue before contacting Colt in order to allow for diagnosis and remedy. This should include
 - Colt Solution ID or order number
 - Description of problem and which Product: Specify what product components you are using
 - Component: Specify the component that is having the issue
 - End User Operating System/Version: Specify the operating system, version and installed service packs that the Software is running on.

5 Moves, Adds and Changes (MACs)

MAC requests should be raised with the Customer's respective account manager.

Completion times for MACs, including any requirement to perform work outside of Business Hours will be mutually agreed on a case-by-case basis.

Colt will not proceed with the MAC until Colt have received agreement to any additional costs or changes.

6 General

Service credits will be payable as the sole and exclusive remedy for breaches of this SLA including targets specified under section 2 the Service Delivery Agreement and section 4 the Fault Handling Agreement..

Colt is not responsible for failure to meet SLA where such failure is due to a planned or emergency outage or is outside of Colt's control, for example:

- a) Customer Faulty Equipment or applications not installed or managed by Colt
- b) A Fault due to the acts or omissions of the Customer or the Customer's employees or agents
- c) A Fault due to a remote hands request by the Customer, the Customer's employees or agents
- d) Any Fault which is a result of not amending the Service in accordance with Colt's advice or that of an independent third party (for example, refusing to apply a recommended patch)
- e) Where external Internet conditions such as distributed denial of service attacks affect Internet access
- f) Where there is not appropriate power at the Customer's site, or there is a power failure at the Customer's site.
- g) Where Colt Personnel or Colt's agents are not granted immediate access to the Customer's site when it is required.
- h) Where a full LAN survey was not completed or where the LAN does not meet the minimum performance specifications set out in the CIC Service Description and the Customer's LAN is diagnosed by Colt as the cause of the Fault.
- i) Where resolution of a Fault requires a software patch to be deployed by the software vendor
- (j) Where failure of an SBC is due to the SBC having been installed in an environment that does not meet the manufactures guidelines.

Colt may treat any remedial work required due to the causes detailed above as a chargeable MAC. Colt will agree such charges with the Customer in advance of any work.

The following are support items not provided under your Service Contract:

- Support on any products not pre-registered for support;
- Support on re-installation or upgrade of any products not currently registered for support;
- Management of spare parts stores at your site;
- Administration;
- Additional software licenses; and
- Network assurance, assessment.

7 Definitions

24x7

A term meaning continuous availability 24 hours a day, 7 days a week, 365/6 days a year.

Business Hours

Business Hours are defined as 9.00 AM to 5.00 PM local time, Monday to Friday, excluding public or statutory bank holidays.

Resolution In Place

A temporary resolution of a fault using equipment or components from stock that are of the same or similar specification to the faulty equipment until such time as replacement equipment can be provided.

Service-Affecting Faults

Any fault to which we assign a priority level of 1, 2

Non-Service-Affecting Fault

Any fault to which we assign a priority level of 3, 4.

Working Days

Monday to Friday, excluding public or statutory bank holidays.