

chicane

VOICE & DATA

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Service Level Agreement

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Introduction

This document outlines the response and target resolution times for our core products.

Our business hours are **9am to 5pm Monday to Friday** excluding Bank Holidays.

In general, our response times and resolution times are quicker than stated in this document.

Leased Lines

Priority	Description	Target Resolution Time	Response Time (Inside business hours)	Response Time (Outside business hours)
Urgent	Total loss of Service resulting from a single event.	4 hours (Fibre) 5 Hours (GEA) 7 Hours (EoFTTC)	1 hour followed by updates each hour	2 hours
High	Partial loss of Service or degradation of Service, resulting from one event.	24 hours	6 hours	8 hours
Normal	Changes or enhancements to an existing service. Excluding speed or circuit changes.	3 Business days	Same working day	Next working day

Telephony (VoIP)

Priority	Description	Target Resolution Time	Response Time (Inside business hours)	Response Time (Outside business hours)
Urgent	Total loss of Service as a result of Chicane's Telephony Platform being unavailable.	4 hours	1 hour	2 hours
High	One or more handsets not working.	24 hours	2 hours	4 hours
Normal	Configuration changes or enhancements to an existing service. General support enquiries.	3 Business days	Same working day	Next working day

SIP Trunks

Priority	Description	Response Time (Inside business hours)	Response Time (Outside business hours)
Urgent	Inbound/Outbound calls failing, but connectivity is working	1 hour	2 hours
High	One or more inbound numbers are failing. Intermittent outbound call failures	2 hours	4 hours
Normal	Poor quality or single-destination call failures. Call failures from certain customer equipment. Number destination changes.	4 hours	Next working day

Telephone (PSTN) Lines

Business Lines	Description
PSTN Care Level 2	This will operate during the period 0900 - 1800 hours Monday to Friday, and 0900 - 1200 Saturday, excluding Public and Bank Holidays. Where a fault is reported outside normal working hours, the fault will be treated as if it has been reported at the beginning of the next working day. BT will respond within 4 working hours of receipt of a fault report. If the fault is not cleared during this period BT will advise us of the progress being made to clear the fault.
PSTN Care Level 3	This will operate 24 hours per day, 7 days per week including Bank and Public Holidays. BT will respond within 4 hours of receipt of a fault report. If the fault is not cleared during this period BT will advise us of the progress being made to clear the fault. End users with Priority Fault Repair Service can transfer this service over as Care Level 3. A special around the clock phone number will be provided to customers, which will call an ICUK engineer directly. This is to be used in emergency situations only and kept for outside of office hours.

Broadband

As standard, there are no SLA for broadband faults but generally they are fixed well within 40 hours. If you require a faster fixed time (guaranteed within 20 hours) then you could add enhanced care to the service. Enhanced care is an option on our broadband (DSL) services. It provides a faster response to line faults within BT. It costs £15.50 + VAT per month.

If there is a line fault we have to get BT to fix it. Whilst they are generally quite good, this can take some time. They aim to fix most faults within 40 hours. Many they do, but some take longer.

The enhanced care option flags your service as a priority within their service centres. They aim to fix enhanced care faults within 20 hours.

Reports submitted out of business hours will be dealt with the next working day.

If a faulty line is likely to cause a major issue for your business then enhanced care may help fix the fault more quickly. It is also worth considering an extra line as the chances of two lines having a line fault at the same time is greatly reduced.

If you require guaranteed 100% uptime connectivity, you should consider a leased line.