

SERVICE LEVEL AGREEMENT



Ocean Telecom provides a dedicated Support team of qualified personnel. Our aim is to provide a prompt, positive and professional response to your call or email, whether you simply need advice or should your systems develop a fault.

For any major faults or system failures, Ocean Telecom aims to respond with 4 working hours and within 16 working hours for minor issues. Our working hours are Monday to Friday, 09:00 to 17:30, excluding bank holidays. Please note that these are our maximum response times and we endeavour to provide a remote, or onsite fix before the maximum response time.

We will keep you informed of progress either by our email ticketing system or by telephone. We will also inform you of any charges that may be incurred should the nature of the fault fall outside of the terms of your cover.

We provide three levels of service for on-premise (PBX) telephone systems:

Total Care is provided upon request by the customer 24 hours per day 365 days per annum with a four-hour response time for critical faults and 24 hour response time for non-critical faults.

Premier + is provided upon request by the customer between the hours of 9.00am and 5.30pm Monday through to Sunday, with a four working hour response for critical faults and a 16 working hour response for non-critical faults (excluding bank and other public holidays in the United Kingdom).

Premier is provided upon request by the customer between the hours of 9.00am and 5.30pm Monday through to Friday, with a four working hour response for critical faults and a 16 working hour response for non-critical faults (excluding bank and other public holidays in the United Kingdom).

For Hosted Telephony we offer two levels of service:

Standard is provided upon request by the customer between the hours of 9.00am and 5.30pm Monday through to Friday, with a four working hour response for critical faults and a 16 working hour response for non-critical faults (excluding bank and other public holidays in the United Kingdom). Support is provided on a remote only basis with no on-site engineer visits included. Unless otherwise stated in a customer order form, Standard cover applies to all Hosted Telephony customers.

Enhanced is provided upon request by the customer between the hours of 9.00am and 5.30pm Monday through to Friday, with a four working hour response for critical faults and a 16 working hour response for non-critical faults (excluding bank and other public holidays in the United Kingdom). Enhanced includes on-site engineering visits should the fault warrant on-site support.

Fault Classes

CLASS	RESPONSE TIME	DESCRIPTION
Emergency	Within 4 working Hours	Total loss of service e.g. Total system or circuit failure.
Major	Within 4 working Hours	Significant degradation of service
Minor	Within 16 working hours	Minor degradation of service e.g. a fault only affecting a single or few users
Programming changes request	Within 5 working days	E.G. Modification or configuration of equipment

System Hardware

Ocean Telecom will offer repair or replacement, as appropriate, on the main components of the system maintained, to include:

- a. Central Control Unit
- b. Exchange or Extension Cards
- c. System Handsets (proprietary terminals)

What is not covered?

Analogue devices such as faxes, answering machines, ordinary analogue telephones etc. are not covered. Requests for service alterations, and additional work which are not a result of a fault, are not covered by the maintenance agreement but can be provided separately at an appropriate charge.

Carrier & Network related faults

If a problem is carrier or network related, our Technical Support Team will carry out an initial assessment and liaise with the network provider to resolve the problem. Ocean Telecom cannot provide guaranteed fix times for faults that exist outside its immediate control.

Who to contact

During Office Hours, for all system faults and configuration changes please call us on 01284 729869, option 2, or email us at support@oceantelecom.com.

To obtain the 'Out of Hours' support service, call 01284 592406. Please note that the out of hours' service is only available to customers who have an out of hours' contract with Ocean Telecom.