



Customer Support Plan

V3.4

The information contained within this document, or subsequently provided, whether verbally or in documentary form, is confidential to Gamma and is provided to the organisation named within this document only. It shall not be published, disclosed or reproduced wholly or in part to any other party without our prior written consent. Gamma has made all reasonable efforts to ensure the accuracy and validity of the information provided herein and we make no warranties or representations as to its accuracy. Gamma should be notified of all requests for disclosure of Gamma supplied information under the Freedom of Information Act.

Contents

Version History	5
Introduction	6
Overview of Customer Contact.....	6
<i>Customer Support</i>	6
<i>Opening Hours</i>	7
Escalation Paths	7
<i>Customer Development team</i>	7
<i>Provisioning</i>	8
<i>Faults</i>	9
Contact Details	10
Service Levels	12
<i>Order provisioning</i>	12
<i>Faults</i>	15
Service Availability.....	21
<i>IP Voice Products – Horizon, Inbound, Business Continuity and UK SIP Trunks</i>	21
<i>IP Voice Products – International SIP trunks</i>	22
<i>Assured and Converged Broadband Products</i>	23
<i>Ethernet Services</i>	24
<i>Cloud Services</i>	25
<i>Converged Private Networks Services</i>	26
<i>Third Party Connectivity Service Levels</i>	26
<i>Next Generation Firewall Service Levels</i>	27
<i>International Numbers</i>	28
<i>Voice Call Quality Performance</i>	29
Service Credits	30
<i>Converged Private Networks</i>	30
Processes	32
<i>Provisioning Process</i>	32
<i>Fault Reporting Process</i>	32
<i>Mobile Lost and Stolen Process</i>	32

Version History

Version	Date	Detail
1.0	01/05/2013	First issue of the Customer Service Plan
1.1	16/05/2013	Addition of the Converged Broadband product
1.2	29/05/2013	Updated contact details
1.3	19/06/2013	Amendment to the Ethernet fault SLA and CDM contact details
1.4	01/08/2013	Addition of FTTC Ethernet
1.5	21/08/2013	Updated contact details
1.6	21/02/2013	Additional Business Continuity, International Numbers and Ethernet fault details
1.7	01/08/2014	Change to Gamma main contact number and to the support desk contacts
1.8	01/09/2014	Addition of care level 2 plus and contact update
1.9	01/11/2014	Inclusion of Ethernet back up details
2.0	01/12/2014	Addition of Direct Support team supervisor
2.1	03/12/2014	Addition of the Mobile team supervisor
2.2	01/08/2015	Introduction of Converged Private Networks and removal of Communicator
2.3	01/10/2015	Amendments to the Fax to Email timelines
2.4	11/11/2015	Additional lead-times for ported Fax to Email numbers
2.5	12/01/2016	Addition of SIP trunks with Semafone and update to contacts
2.6	04/03/2016	Amendments to key contacts
2.7	20/06/2016	Inclusion of Ethernet availability calculation and Virgin to the Ethernet product set
2.8	14/07/2016	Inclusion of TalkTalk Business to the Converged Private Network product set
2.9	08/11/2016	Inclusion of Cloud Compute service and Mitel MiCloud Enterprise UCaaS (Unified Comms as a Service) for CPN
3.0	07/04/2017	Inclusion of International SIP, escalation contact changes, changes to the Ethernet performance details and inclusion of Cloud Backup
3.1	11/06/2017	Inclusion of Point to Point for Ethernet to Converged Private Network product set
3.2	14/06/2017	Confirmation of service levels for Ethernet Point to Point
3.3	16/11/2017	Introduction of third party connectivity with AWS and Microsoft Azure for Converged Private Networks
3.4	11/01/2018	Inclusion of the Connect service, update to contacts

Introduction

This document outlines the customer support processes and escalation paths for Gamma direct customers. The document focuses on provisioning and fault management functions as well as service availability for our services.

The Customer Development team - based in Port Solent, Portsmouth - own the commercial and product relationship with our customers and remain the principle point of contact for any order placement and escalation queries.

The support team is based in Glasgow and provides order management and fault support. All teams have an extensive knowledge of all our products and services.

Overview of Customer Contact

Our Customer Service number **0333 014 0333** contains call routing options for all products and teams. The structure enables us to deliver calls as quickly and effectively as possible to the most suitable skilled person to deal with the enquiry.

The main options are:

- Order management and provisioning
- Fault management
- Mobile activation
- Customer services and Customer Development
- Invoices and billing

Additional product options sit beneath some of these routes, again to ensure calls are delivered to the correctly skilled person so that we can monitor call volumes and deliver targeted improvement plans around performance.

Customer Support

The Customer Development Team have key responsibility for:

- Owning the customer commercial relationship
- Product recommendations
- Order capture
- Billing or account queries
- Customer Service reviews and reporting
- Customer complaints and escalations

The Support team have key responsibility for:

- Fault and provisioning support for our products
- The diagnosis, logging and monitoring of any faults – including confirming resolution with customers

Opening Hours

Function	Standard Opening Hours	Exceptions	Out of hours support <i>(for escalations or SLA breaches)</i>
Customer Development Team	Monday – Friday 08:00 – 18:00	Closed UK bank holidays but out of hours cover provided	24/7 for fault support faults should always be reported by telephone
Direct Support Team	Monday – Friday 08:00 – 19:00	Closed UK bank holidays but out of hours cover provided	24/7 for fault support faults should always be reported by telephone

Escalation Paths

Due to the complex range of products that are available, there are different escalation paths which are detailed below. The relevant escalation contacts and contact details are provided at the end of this section.

Customer Development team

Role	Level	Contact Name	Contact Number
Customer Development Manager	1		0333 014 0333
Senior Customer Development Manager (Managed)	2	Amie Milborrow	01489 660 508
Senior Customer Development Manager (Growth)		Craig Mason	0333 240 3120
Team Manager (Managed)	3	Will Burton	0333 240 3408
Team Manager (Growth)		Annie Crawford Flanagan	0333 240 3052
Managing Director	4	Cem Ahmet	0333 240 3090

Provisioning

All Data, Voice and Cloud products

- Standard, Converged, Assured Broadband and Ethernet, Converged Private Networks
- All voice products from line rental to IP telephony
- All Cloud products

Role	Level	Contact Name	Contact Number
	1	Support Team	0333 014 0333
Direct Support Supervisor	2	Ryan McCallion	0333 014 7925
Direct Provisioning Manager	3	Chris Law	0333 240 3082
Direct Provisioning Manager	3	Sophie Yorke	0144 422 8230
Head of Direct Support	4	Siobhan Carr	0333 240 3370
Customer Service Director	5	John Murphy	0333 240 3376
Managing Director, Service and Operations	6	Andy Morris	0333 240 3111
Out of hours duty manager <i>(Request the duty manager via the relevant faults option on the IVR)</i>		Duty Manager	0333 014 0333

All Mobile Products

Role	Level	Contact Name	Contact Number
	1	On-Boarding Team	0333 014 0333
Mobile On-Boarding Team Supervisor	2	Kathrine Ching	0333 240 1428
Mobile On-Boarding Team Manager	3	Emma Ran	0333 014 0888
Managing Director	4	Cem Ahmet	0333 240 3090

Faults

All products


- Standard, Converged, Assured Broadband and Ethernet, Converged Private Networks
- Voice, Cloud, Mobile products




Role	Level	Contact Name	Contact Number
	1	Support Team	0333 014 0333
Direct Support Supervisor	2	Ryan McCallion	0333 014 7925
Direct Support Manager	3	Michael Riddoch	0141 404 9515
Head of Direct Support	4	Siobhan Carr	0333 240 3370
Customer Service Director	5	John Murphy	0333 240 3376
Managing Director, Service and Operations	6	Andy Morris	0333 240 3111
Out of hours duty manager <i>(Request the duty manager via the relevant faults option on the IVR)</i>		Duty Manager	0333 014 0333



Contact Details



Name	Amie Milborrow
Role	Senior Customer Development Manager (Managed)
	amie.milborrow@gamma.co.uk
	01489 660 508
	07458 005 565

Name	Andy Morris
Role	Managing Director, Service and Operations
	Andy.morris@gamma.co.uk
	0333 240 3111
	07747 617 226



Name	Annie Crawford Flanagan
Role	Team Manager (Growth)
	annie.flanagan@gamma.co.uk
	01489 660 521
	07863 292 425



Name	Cem Ahmet
Role	Managing Director
	cem.ahmet@gamma.co.uk
	0333 240 3090
	07771 593 044



Name	Craig Mason
Role	Senior Customer Development Manager (Growth)
	Craig.Mason@Gamma.co.uk
	0333 240 3338




Name	Emma Rann
Role	Head of Horizon Installation Team and Mobile Onboarding Team
	emma.rann@gamma.co.uk
	0333 014 0888




Name	John Murphy
Role	Customer Service Director - Operations Management
	john.murphy@gamma.co.uk
	0333 240 3376
	07436 101 421

Name	Kathrine Ching
Role	Mobile On-Boarding Team Supervisor
	Kathrine.Ching@gamma.co.uk
	0333 240 1428

Name	Michael Riddoch
Role	Direct Support Manager
	michael.riddoch@gamma.co.uk
	0141 404 9515

Name	Ryan McCallion
Role	Direct Support Supervisor
	ryan.mccallion@gamma.co.uk
	0333 014 7925

Name	Siobhan Carr
Role	Head of Direct Support
	siobhan.carr@gamma.co.uk
	0333 240 3370
	07818 699 270

Name	Will Burton
Role	Team Manager (Managed)
	will.burton@gamma.co.uk
	01489 660 528
	07917 666 617

Service Levels

Order provisioning

All stated timelines are from the receipt of a fully validated order and they exclude any activity that requires site survey, non-gold addresses or installations that require additional line plant. Timelines are subject to supplier engineer availability and failure to meet the guidelines below will not result in any financial compensation or liability.

All timelines are stated in working days.

Product	Order type	Target Provision Timeline
Assured		10 days
Audio conferencing		2 days
Broadband (standard)		10 days
Broadband router replacement	Due to a fault	1 day (if received before 2pm)
Business Continuity		2 days
Cloud Backup		7 days
Cloud Compute		3 days
Converged Broadband		10 days
Converged Private Networks - Third party connectivity		Within 30 working days <i>(after acceptance of a Service Agreement)</i>
Converged Private Networks Firewall		Within 30 working days <i>(after acceptance of a Customer Requirements Form and Service Agreement)</i>
Converged Private Networks Point to Point	Fibre 100 Mbps or 1 Gbps BT Wholesale and BT Openreach	60 days
Converged Private Networks Point to Point	Fibre 100 Mbps or 1 Gbps Virgin Media	90 days
Ethernet via Virgin Media	Fibre Ethernet up to 100Mb	Within 80 working days <i>(after acceptance of a Customer Requirements Form and Service Agreement)</i>
Ethernet via Virgin Media	Fibre Ethernet up to 1Gb	Within 90 working days <i>(after acceptance of a Customer Requirements Form and Service Agreement)</i>
Ethernet via BT Wholesale	Copper Ethernet (EFM)	Within 30 working days <i>(after acceptance of a Customer Requirements Form and Service Agreement)</i>

Product	Order type	Target Provision Timeline
Ethernet via TalkTalk Business	Copper Ethernet (EFM)	Within 45 working days or 90 working days <i>(depending on the availability of the copper pairs at the exchange and after acceptance of a Customer Requirements Form and Service Agreement)</i>
Ethernet via BT Wholesale and TalkTalk Business	Fibre Ethernet up to 100Mb	Within 60 working days <i>(after acceptance of a Customer Requirements Form and Service Agreement)</i>
Ethernet via BT Wholesale and TalkTalk Business	Fibre Ethernet up to 1Gb	Within 80 working days <i>(after acceptance of a Customer Requirements Form and Service Agreement)</i>
Ethernet via BT Wholesale	Fibre to the Cabinet (FTTC)	Within 20 working days <i>(after acceptance of a Customer Requirements Form and Service Agreement)</i> (Note: this assumes that the analogue line is installed and free of relevant conflicting services)
Ethernet Point to Point	Fibre 100 Mbps or 1 Gbps BT Wholesale and BT Openreach	60 days
Ethernet Point to Point	Fibre 100 Mbps or 1 Gbps Virgin Media	90 days
Fax to email	New numbers	5 days
Fax to email	Ported numbers	35 days
Horizon	Delivery of handsets	5 days <i>(subject to completed site survey, access provision, access stabilisation and agreed installation date)</i>
Inbound		2 days
International Numbers		Dependent upon number type and country, up to 120 days on a best endeavours basis
International SIP Trunks	Dedicated IP Virtual Private Network (VPN) connection (on-net) - connected premises	32 working days ****
International SIP Trunks	Dedicated Ethernet Private Network connection (on-net) - connected premises	22 working days ****
International SIP Trunks	Dedicated Gamma Internet Access Service (IAS)	20 working days ****
International SIP Trunks	Converged existing connections (IP VPN/Gamma Internet Access Service (IAS), 3rd Party Internet)	7 working days ***
International SIP Trunks	Converged existing connections (Ethernet Private Network or IP VPN via Network-to-Network Interface)	15 working days ****
Line Rental	Analogue installation	5 days
Line Rental	Analogue with simultaneous broadband installation	7 days

Product	Order type	Target Provision Timeline
Line Rental	ISDN 2 installation	10 days
Line Rental	ISDN 30 installation	20 days
Mobile	New connection	2 days *
Mobile	Hardware or sim supply	2 days *
Mobile	Porting using a standard PAC code	2 days **
Mobile	Porting using a bulk PAC code	10 days **
Music on hold		5 days
Number Porting	Single numbers	4 – 7 days <i>(maximum lead times shown, dependent on current Communications Provider)</i>
Number Porting	Multiline (no DDIs)	7 – 10 days <i>(maximum lead times shown, dependent on current Communications Provider)</i>
Number Porting	Multiline (with DDIs)	17 – 25 days <i>(maximum lead times shown, dependent on current Communications Provider)</i>
Outbound calls	Calls only	10 days
UK SIP Trunks		2 days
UK SIP Trunks with Semafone		Confirmed upon acceptance of order

* If order accepted by 1pm and subject to hardware availability

** Dependent upon customer availability and porting restrictions

*** The delivery lead time for International SIP delivered over another service (converged connection) is additional to the lead time for the service itself.

**** The target timeline excludes the time to complete number porting, if number porting is required and the target for Gamma Internet Access Service and third-party Internet does not include International SIP service activation.

Faults

Please note that the following table excludes service requests and assumes that the incident has been successfully reported by telephone to the appropriate department.

All resolution timescales are based on the delivery of either full resolution or workaround and any issue requiring significant product development will follow standard service request principles.

For faults where we need to involve our external suppliers, the following Service Levels may not apply, although the target resolution timeline will still be our aim. Failure to meet the guidelines below will not result in any financial compensation.

All timelines are in working days.

Product	Priority/Care Level	Target Resolution Timeline
Assured Broadband	Business or Enhanced Care	This option operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays). We will respond to a fault within 5 clock hours of receipt of the fault report and will clear the fault within 22 clock hours of receipt of the fault report.
Audio conferencing		3 working days
Broadband	Standard care	Faults will be actioned during business hours only. For faults reported before 4pm, the fault will be fixed within 48 clock hours.
Broadband	Business or Enhanced Care	This option operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays). We will respond to a fault within 5 clock hours of receipt of the fault report and will clear the fault within 22 clock hours of receipt of the fault report.
Business Continuity	Critical Fault <i>Loss of service. Multiple services affected</i>	4 clock hours
Business Continuity	High <i>Loss of service - single customer or service</i>	8 clock hours
Business Continuity	Medium Disrupted service	3 working days
Business Continuity	Low <i>Single number destinations or Quality of Service</i>	7 working days
Cloud Backup	Priority 1 - Critical fault <i>Loss of service - multiple services affected ***</i>	6 clock hours
Cloud Backup	Priority 2 - High <i>Loss of service - single service ***</i>	8 clock hours

Product	Priority/Care Level	Target Resolution Timeline
Cloud Backup	Priority 3 – Medium <i>Disrupted service - multiple or single service ***</i>	3 working days
Cloud Backup	Priority 4 <i>non-critical operational impact that does not restrict users from performing key tasks ***</i>	8 working days
Cloud Compute	Priority 1 - Critical fault <i>Loss of service - multiple services affected ***</i>	6 clock hours
Cloud Compute	Priority 2 – High <i>Loss of service - single service ***</i>	8 clock hours
Cloud Compute	Priority 3 – Medium <i>Disrupted service - multiple or single service ***</i>	3 working days
Cloud Compute	Priority 4 <i>non-critical operational impact that does not restrict users from performing key tasks ***</i>	8 working days
Converged Broadband	Business or Enhanced Care <i>Note for FTTC Converged - the underlying analogue line has a separate service level agreement</i>	This option operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays). We will respond to a fault within 5 clock hours of receipt of the fault report and will clear the fault within 22 clock hours of receipt of the fault report.
Converged Private Networks	Single broadband or FTTC broadband access	22 clock hours (Enhanced care) 42 clock hours (Standard care)
Converged Private Networks	Single copper Ethernet access	8 clock hours
Converged Private Networks	Single fibre Ethernet access	6 clock hours
Converged Private Networks	Ethernet with broadband or FTTC Broadband backup access	6 clock hours
Converged Private Networks	Dual Ethernet access	4 clock hours
Converged Private Networks	Point to Point access	6 clock hours
Converged Private Networks Firewall	Priority 1 (High) <i>service unavailable, significant affect to customer's business, significant risk to customer's data security</i>	4 clock hours
Converged Private Networks Firewall	Priority 2 (Medium) <i>minor problem in operation, not significant business or security risk</i>	1 working day
Converged Private Networks Firewall	Priority 3 (Low) <i>no business or security risk</i>	3 working days
Converged Private Networks Router Support	Onsite engineer support and replacement service	4 hours from acceptance of the router fault
Ethernet (Fibre)	Priority 1 <i>total loss of service **</i>	6 clock hours (from a validated fault).
Ethernet (EFM)	Priority 1 <i>total loss of service **</i>	8 clock hours (from a validated fault).

Product	Priority/Care Level	Target Resolution Timeline
Ethernet (FTTC)	Priority 1 <i>total loss of service - note that the underlying analogue line has a separate service level agreement **</i>	8 clock hours (from a validated fault).
Ethernet - Fibre, EFM and FTTC	Priority 2 <i>service is available but either reduced functionality or degradation is creating significant business impact **</i> <i>Note for FTTC - the underlying analogue line has a separate service level agreement</i>	1 working day
Ethernet - Fibre, EFM and FTTC	Priority 3 <i>service is available but either reduced functionality or degradation is being experienced without significant business impact **</i> <i>Note for FTTC – the fault response time begins from confirmation that the fault is not the result of the underlying line. Please note that the underlying analogue line has a separate service level agreement</i>	3 working days
Fax to Email	Critical Fault <i>Loss of service. Multiple services affected</i>	2 working days (subject to carrier timelines for ported numbers)
Horizon platform #	Critical Fault <i>Loss of service. Multiple services affected</i>	4 clock hours
Horizon platform #	High <i>Loss of service - single customer or service</i>	8 clock hours
Horizon platform #	Medium <i>Disrupted service</i>	3 working days
Horizon platform #	Low <i>Single number destinations or Quality of Service</i>	7 working days
Inbound products	Critical Fault <i>Loss of service. Multiple services affected</i>	4 clock hours
Inbound products	High <i>Loss of service - single customer or service</i>	8 clock hours
Inbound products	Medium <i>Disrupted service</i>	3 working days
Inbound products	Low <i>Single number destinations or Quality of Service</i>	7 working days
International Numbers	Outage <i>Complete inability to complete or receive calls</i>	6 hours *

Product	Priority/Care Level	Target Resolution Timeline
International Numbers	Degraded <i>partial use of service, inability to complete to – or receive calls from – a specific area and/or number (range)</i> <i>Multiple occurrences of quality issues (like one way audio, noise of call cut out)</i> <i>For destination related problems, the customer must report at least 3 numbers within the same destination area</i>	24 hours*
International Numbers	Service risk <i>quality issues with any risk on service performance</i> <i>Single access number problem</i>	End of next working day *
International Numbers	Assist request <i>any assistance where the customer requests assistance in testing their equipment of verifying connectivity.</i> <i>Customer queries relating to notification of maintenance</i>	48 hours *
Line rental	Care level 1	Close of play next working day +1, Mon - Fri
Line rental	Care level 2	Clear by end of next working day Mon – Sat
Line rental	Care level 2+	Clear by end of next working day Mon – Sat
Line rental	Care level 3	Cleared within 24 hours Mon – Sun including holidays
Line rental	Care level 4	6-hour repair, 24 hours a day 365 days per year
Mobile	Network fault	10 working days
Mobile	Handset fault for devices supplied by us	Next working day swap out for eligible replacement devices only
Mobile	Service request	5 days
Outbound calls	Calls only	2 days
Outbound calls	Line rental and calls	Dependant on care level
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - on-net	4 clock hours
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - off-net	8 clock hours
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - fibre Ultra Low Loss (ULL)	8 clock hours ****
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - premium DSL	8 clock hours ****
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - business DSL	12 clock hours *****
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - standard DSL	24 clock hours *****

Product	Priority/Care Level	Target Resolution Timeline
UK SIP trunks	Critical Fault Loss of service. Multiple services affected	4 clock hours
UK SIP trunks	High <i>Loss of service - single customer or service</i>	8 clock hours
UK SIP trunks	Medium Disrupted service	3 working days
UK SIP trunks	Low <i>Single number destinations or Quality of Service</i>	7 working days
UK SIP Trunks with Semafo	Payments cannot be taken by a significant number of overall customers causing a disruption of service delivery. Software cannot be used by those users and no business workarounds are available	Ticket reference issued within 2 normal business hours. Update with a resolution plan of how the issue will be addressed within 3 normal business hours of all mandatory data being received Full service will be resumed as quickly as possible
UK SIP Trunks with Semafo	Problems affecting multiple customers and causing a disruption of service delivery. Software cannot be used by those users and no business workarounds are available	Ticket reference issued within 3 normal business hours. Update with a resolution plan of how the issue will be addressed within 6 normal business hours of all mandatory data being received Full service will be resumed as quickly as possible
UK SIP Trunks with Semafo	Problem(s) affecting single customer which does not impact upon overall service delivery. Software can be used in a limited fashion and business contingency procedures are available	Ticket reference issued within 3 normal business hours. Update with a resolution plan of how the issue will be addressed within 9 normal business hours of all mandatory data being received
UK SIP Trunks with Semafo	Service and change requests or technical queries with no service impact	Ticket reference issued within 5 normal business hours. Update with a resolution plan of how the issue will be addressed within 4 normal business days of all mandatory data being received

* Target resolution timeline for International Numbers is measured from the point where a fault ticket is raised on a reported fault. For fault tickets raised outside of office hours in the country where the service is provided, the measurement will commence at the start of the following business day. Where a fault is identified as being on a Local Operator's Network, we will use its reasonable efforts to liaise with the local operator to achieve service restoration. Please note that times to restore service are best efforts and not guaranteed.

** Where a backup Ethernet service is taken, and in the unlikely event that both the primary and secondary services are not working, the focus will be to get the primary link back into service. Effort will therefore be applied to this and not to fixing the secondary service. The broadband backup circuit comes with a Standard Care level of support.

*** Cloud Compute and Cloud Backup support is available Monday – Friday 08:00 – 18:00 (closed UK bank holidays) only and out of hours support is provided on a best endeavours basis.

**** the timeline applies to components provided by Gamma, such as DSL access equipment and modems. Except for France, Belgium and Business DSL services in Italy, we cannot guarantee the timeline for any faults or outages caused by a malfunction in any third party-provided copper line. For Fibre Ultra Low Loss (ULL) in France and premium DSL in France and Belgium, the timeline is 4 clock hours.

***** the timeline applies to components provided by Gamma, such as DSL access equipment and modems. Except for France, Belgium and Business DSL services in Italy, we cannot guarantee the timeline for any faults or outages caused by a malfunction in any third party-provided copper line.

including the Connect service where applicable

Please note that clock hours run during the time in which the fault is within our control. Where a fault is with the customer for further action, the clock stops and will restarts when details are confirmed back to us:

- Start Time means the time a fault has been validated and categorised
- Stop Time means the time a fault has been resolved
- Parked Time means the time during which the resolution of a fault is outside of Gamma's control

Service Availability

IP Voice Products – Horizon, Inbound, Business Continuity and UK SIP Trunks

We can provide service availability for our Horizon (including the Connect service where applicable), Inbound and UK SIP trunks products.

Service Availability is defined as the ability of a Service to perform its required function over a stated period of time. It is reported as the percentage of time that a Service is actually available for use by the customer within agreed Service Hours.

Availability is calculated as:

$$\frac{\text{Total number of minutes in the measurement period} - \text{Unplanned Downtime}}{\text{Total number of minutes in the measurement period}} \times 100$$

Note: If a Service is partially available then the Unplanned Downtime shall be calculated in equal proportion i.e. if a service is 50% available then the unplanned downtime will be calculated as 50% x elapsed period of the incident.

Availability Measurement Period: 1 Calendar month

Target availability for each service components is as follows:

Service	Core Services (1)	Non-Core Services (2)
Horizon # Auto Attendant, Call Recording, and Unified Messaging subscriptions		99.0%
Horizon # Graphical User Interface (GUI)		99.9%
Horizon # user subscriptions	99.5%	
Inbound and Business Continuity call management platform	99.99%	
Inbound and Business Continuity end user portal		99.91%
UK SIP Trunk Endpoint Resilient Build (3)	99.99%	99.50%
UK SIP Trunk Endpoint Standard Build	99.95%	99.50%

including the Connect service where applicable

Notes related to Service Availability:

(1) Core functions are defined as Gamma Switching infrastructure, transmission equipment and core network, the service that supports call routing and termination.

(2) Non-Core functions include Gamma Support Systems, access to any relevant portals and feature based services such as Call Plans, call diverts, Auto Attendant, Call Recording, and Unified Messaging

(3) A Resilient build SIP Trunking means a Gamma Business Communications approved configuration such as dual Session Border Controllers in active/standby mode offering geographic diversity.

Please note the Service Availability and other measures with the SLA relate to the core SIP trunking and Horizon services and do not include access or local CPE elements.

The following shall not be included when calculating the Service Levels:

- Outages which are deemed by us to be the result of matters outside of its direct control
- Planned or notified emergency maintenance works
- User error

IP Voice Products – International SIP trunks

We provide end-to-end service availability and the calculation is based upon the number of recorded service-affecting faults per service logged by us within the given Service Measurement Period. If the performance level in respect of the service falls below the levels set out below, then service credits may be claimed.

The following target levels apply to the International SIP service.

Service Availability

Service Access	Target Service Availability (%)	
	Dedicated connection	Dedicated connection (dual homed)
On-net	99.9	99.95
Off-net	99.85	99.9
Fibre Ultra Low Loss	99.85	?
Premium DSL	99.85	99.9
Business DSL	99.8	N/A
Standard DSL	98.5	N/A
International SIP platform only	99.99 (note iii)	

The service availability applies to components provided by Gamma (such as DSL access equipment and modems, however, except for France, Belgium and business DSL services in Italy, the service availability does not apply to faults or outages caused by a malfunction in any third party-provided copper line.

The target service availability for the International SIP platform applies only if your service consists of the International SIP platform and does not include a dedicated connection. Periods of unavailability caused by faults on your separate data service will not be included in the service availability calculation for the International SIP platform.

Packet Loss

Packet loss ratio is defined as the number of IP packets which fail to be successfully conveyed from the customer interface to the international SIP access platform across the dedicated access connection, divided by the total number of IP packets transmitted over a calendar month.

Access Tier	Target Packet Loss Ratio
On-Net, Off-Net, Fibre Ultra Low Loss and Premium DSL	1 in 106
Business and Standard DSL	1 in 103

Round Trip Delays

A round trip delay (RTD) is the time taken for a 32-byte packet to traverse from network termination point to service platform and back to network termination point. Round trip delays are calculated as an average over a calendar month.

Access Tier	Round trip delay (RTD) /ms
On-net, off-net, Fibre Ultra Low Loss and Premium DSL	< 50ms
Business and standard DSL	< 90ms

Jitter

Jitter is the variation in arrival times for 32-byte packets which have taken the same path from the International SIP service platform to the customer premises. Average jitter is calculated over a calendar month.

Access Tier	Jitter level
On-net, off-net, Fibre Ultra Low Loss and Premium DSL	< 10ms
Business and standard DSL	< 20ms

Please see the International SIP Service Description for more information on service assurance and definitions.

Assured and Converged Broadband Products

We will provide a service availability of 99.95% on the Assured and Converged Broadband products.

Service availability relates to the service from the local exchange back to and including our network. The availability is measured over a 3-month period and excludes planned or emergency maintenance.

Please note the service availability measure specifically excludes the local loop to the end customer's premise where we would recommend you take out an appropriate level of care from your line rental provider.

The following target levels apply to the IP telephony element of the Assured and Converged Broadband services.

Round Trip Delay

The target level for Round Trip Delay (also known as Round Trip Latency) is <80ms.

Round Trip Delay is measured for packets sent from Gamma's core network to the customer router and then back again. 10 x 200 byte ICMP packets are sent every 2 minutes.

Jitter

The target level for Jitter is < 45ms.

For voice to be intelligible, consecutive voice packets must arrive at regular intervals. Jitter describes the degree of variability in packet arrivals which can be caused by bursts of data traffic or just too much traffic on the line.

Packet Loss

The target level for Packet Loss is <2%.

Packet loss is measured in terms of packet delivery and is defined as the percentage of packets sent that reach their destination within a certain time. Packet loss is a common occurrence in data networks but devices or applications are designed to simply request a retransmission of lost packets. Voice traffic can tolerate no more than a 3% loss of packets before caller's experience disconcerting gaps in conversation.

Ethernet Services

The Ethernet Service can be used to deliver internet access or IP telephony services. Different network architectures are used to deliver each of these services.

Service Availability

Primary Access Service	Secondary Access Service	Availability % (Internet Only)	Availability % (inc. SIP Trunks)
Ethernet	None	99.90%	99.94%
Ethernet	Broadband	99.93%	99.97%
Ethernet	Ethernet	99.99%	99.99%

The following shall not be included when calculating the above service level(s):

- Outages or delays which are deemed by us to be the result of matters outside its direct control
- Outages or delays which are because of a WLR3 fault that affects the availability of the FTTC Ethernet service
- Planned or notified maintenance whether in response to an emergency or otherwise

Availability is calculated as:

$$\frac{\text{Total number of minutes in the measurement period} - \text{Unplanned Downtime}}{\text{Total number of minutes in the measurement period}} \times 100$$

Performance

The performance measures below are for the end-to-end primary Ethernet service, from the Gamma core network (source) to the service demarcation point.

Latency (Source to Destination)	<30ms
Packet Loss	<0.2%
Jitter (Source to Destination)	<8ms

Latency figures will only be provided for components on our network i.e. between the router and our network and under our control.

Please note the exceptions from service performance that are detailed within the Ethernet Service Description.

Cloud Services

Service Availability for both Cloud Compute and Cloud Backup is defined as the ability of a service to perform its required function over a stated period of time. It is reported as the percentage of time that a service is actually available for use by the customer within agreed service hours.

Availability is calculated as:

$$\frac{\text{Total number of minutes in the measurement period} - \text{Unplanned Downtime}}{\text{Total number of minutes in the measurement period}} \times 100$$

Note: If a service is partially available then the Unplanned Downtime shall be calculated in equal proportion i.e. if a service is 50% available then the unplanned downtime will be calculated as 50% x elapsed period of the incident.

Availability Measurement Period: 1 Calendar month.

Service Detail	Target Availability
Servers	99.95%
Storage drives (volumes)	99.95%
Cloud Network (Firewall, Load Balancers, VPN)	99.95%
Backup service	99.95%

Service credits will be applicable should the level of core service availability not meet the target monthly percentage, as per the table above. Service Credits applied to Monthly Service rental charges only. Service credits would need to be requested by the customer to Gamma, with evidence of services that you feel have been impacted. Any agreed service credits would be satisfied by the issue of a credit note to be deducted from the next scheduled payment to be made to Gamma.

Note: Service credits are not applicable against fault rectification or service provisioning performance metrics.

Unavailability means:

- For Cloud Servers, when all your running servers have no external connectivity
- For Cloud Storage Drives, when all your attached volumes perform zero read write Input/Output (IO), with pending IO in the queue

Please note the Service Availability and other measures with the SLA relate to the core Cloud Compute and Cloud Backup services and does not include access or local customer premise equipment (CPE) elements.

Converged Private Networks Services

Gamma will use reasonable endeavours to comply with the service levels set out in this section, but these levels are target service levels only and Gamma has no liability for any failure to meet them except as set out in this section.

Service Availability

Different network architectures are used to deliver each of these services and will be delivered and measured to the following target availability;

Total Service Availability of:	Target Availability
Single broadband / FTTC sites	98.50%
Single Copper Ethernet sites	99.90%
Single Fibre Ethernet sites	99.90%
Ethernet with broadband backup sites	99.93%
Dual Ethernet site	99.99%
Point to Point	99.90%

Performance Quality

The performance measures below are for the end-to-end primary access service, from the Gamma core network (source) to the service demarcation point:

Network Metrics	Description	Target
Latency	Monthly average of end to end latency	< 15ms
Jitter	Monthly average of Jitter	< 5ms
Packet Loss	Monthly average of Packet Loss	< 0.1%

Third Party Connectivity Service Levels

Mitel MiCloud Enterprise UCaaS (Unified Comms as a Service)

Service Availability

The Mitel MiCloud Enterprise UCaaS Service is provided in HA (High Availability) operation mode. This design allows for automatic failover of voice traffic routed between our north and south network locations in the event of failure.

Total Service Availability of:	Target Availability
Mitel MiCloud Enterprise UCaaS (Unified Comms as a Service) connection	99.99%

Cloud Access to Microsoft Azure and Amazon Web Services via Equinix Cloud Exchange

Service Availability

The service via the Equinix Cloud Exchange portal providing private network access to both Microsoft Azure and Amazon Web Services is fully redundant with firewall security.

Total Service Availability of:	Target Availability
Amazon Web Services connection	99.99%
Microsoft Azure connection	99.99%

Next Generation Firewall Service Levels

Availability

The Next Generation Firewall Service is provided in HA (High Availability) operation mode. This design allows for automatic failover of traffic routed via the centralised cloud based firewall in the event of failure.

Total Service Availability of:	Target Availability
Gamma Cloud Firewall (HA)	99.99%

The following shall not be included when calculating the above service level(s):

- Outages or delays which are deemed by Gamma to be the result of matters outside its direct control
- Planned or notified maintenance whether in response to an emergency or otherwise

Firewall Change Types and Target Resolution Times

The table below describes the main types of change and change type category

Feature	Target Implementation Time
Reporting	On customer request
Access Rules	2 business days

Feature	Target Implementation Time
Client VPN (SSL VPN/IPsec VPN)	5 business days
URL Filtering (blacklist / whitelist)	2 business days
Anti-Virus	2 business days
Malware Protection	2 business days
File Blocking	2 business days
DMZ	Refer to Customer Development Manager
Data Filtering	Refer to Customer Development Manager
Application Control	Refer to Customer Development Manager
Emergency Changes*	4 hours

* Emergency changes should be raised by telephone into our Firewall Engineering team and performed at customer's own risk.

International Numbers

Gamma obtains the International Number service from 3rd party suppliers in different countries and as such variations exist in the service that can be provided on a per country basis. The 3rd party service levels are targets only as they fall outside the scope of control for Gamma. In these instances, service expectations are established between Gamma, the network and applicable 3rd parties, to maximise service availability and set required levels for fault restoration.

Service Level Parameters	Commitments						
Service availability	99% Service Level						
Fault target time to restore	Target 6 hours for Priority 1 faults						
Other parties target time to restore faults	Reasonable efforts only associated with the targets stated herein for Priority 1 faults over third party <table border="1" data-bbox="699 1294 1152 1424"> <tbody> <tr> <td>USA</td> <td>6 Hours</td> </tr> <tr> <td>Global Tier A</td> <td>7 Hours</td> </tr> <tr> <td>Global Tier B</td> <td>11 Hours</td> </tr> </tbody> </table>	USA	6 Hours	Global Tier A	7 Hours	Global Tier B	11 Hours
USA	6 Hours						
Global Tier A	7 Hours						
Global Tier B	11 Hours						

USA	All 48 US States, Hawaii and Puerto Rico
Global Tier A	Australia, Austria, Belgium, Canada, Denmark, Finland, France, Germany, Hong Kong, Ireland, Italy, Japan, Luxembourg, Netherlands, Norway, Singapore, South Korea, Spain, Sweden and UK
Global Tier B	All other countries not mentioned above

Service Availability

We will work with 3rd party carriers to ensure all reasonable efforts are made to meet the above Service Availability target.

Service Availability is measured on a per customer site per month as follows:

$$\frac{\text{Total number of minutes in the month} - \text{Total Service Outage duration in minutes}}{\text{Total number of minutes in the month}} \times 100$$

For example, if a customer experiences one Priority 1 fault totalling 40 minutes during January, Service Availability would be calculated as follows:

$$(31 \text{ days (in Jan)} \times 24 \text{ hours} \times 60 \text{ minutes}) - 40 \text{ minutes} \times 100 = 99.91\%$$

In this example, the Service Availability would remain within the targeted level.

Voice Call Quality Performance

We can provide call quality performance for our voice products – Horizon (including the Connect service where applicable) and SIP trunks.

As a means of determining and measuring the call quality of the SIP Trunking and Horizon services, we measure the call quality of calls passing through the Gamma core IP network and Session Border Controllers (SBCs).

The performance is measured using Perceptual Evaluation of Speech Quality (PESQ) score that cover a scale from 1 (bad) to 5 (excellent) for call quality. Our SIP Trunking and Horizon products support the following codecs, G.711 and G.729 for external call termination.

The PESQ score targets for the supported CODECs for the SIP Trunking and Horizon products are as follows:

Codecs	Mean Average PESQ Score	Period
G.711	4.1	One Calendar Month
G.729	3.7	One Calendar Month

The targets are measured from probes within the Gamma network, auto generating test calls every 10 minutes through the SIP Trunking and Horizon network infrastructure. These performance measures apply to the performance provided within the core Gamma network.

Service Credits

Gamma will provide service credits where it fails to provide services in line with the service level guarantee metrics. For calculating the service credits, any failures that occur within periods of agreed outages and maintenance windows will not be considered. Delays in identifying or repairing the fault attributable to the customer shall be disregarded in the calculation of credits. The total of all service credits applied in any given month will be limited to the service credit cap identified in the following pages.

Converged Private Networks

Access Provisioning Service Credits

Gamma will activate the service by midnight on the Installation Date.

If Gamma does not activate the service by midnight on the Installation Date, then Gamma will credit the Company with a compensation entitlement in accordance with the following table:

Number of working days activation is beyond the Installation Date	Compensation Entitlement - reduction in the connection charge for the circuit (per affected site)
1-10	5%
11-15	10%
16-20	15%
More than 20	20%

Connection charges for any other Gamma product associated with the service are excluded from the calculation of the compensation entitlement.

Access Availability and Performance Service Credits

For Priority 1 faults only, if Gamma does not resolve a fault on a circuit within the relevant timeframe set out above, then Gamma will credit the customer with a compensation entitlement in accordance with the following table:

	Service Level	Target Service Level	Service Credit
1	Target Site Availability	Availability for any Ethernet site (rounded down to the nearest minute) is less than the following in any calendar month; 99.90% (single Ethernet) 99.93% (single Ethernet and ADSL) 99.99% (dual Ethernet) 99.90% (Point to Point)	10% of the monthly Access Service Charges of affected sites
2	Packet Loss	For all messages within the UK, standard packet loss is 0.01% or more.	2% of the monthly Access Service Charges of affected sites
3	Jitter	Within the UK, Jitter on any traffic is more than 5ms	2% of the monthly Access Service Charges of affected sites

Monthly Access Service charges for any Gamma product associated with the service are excluded from this calculation of the compensation entitlement.

Credits will be applied on a per fault basis and the total of all Service Credits applied in any given month will be limited to a maximum of 100% of the Access Service Charges for that month.

For calculating the service credits only, any failures that occur within periods of planned and approved outages and maintenance windows will not be considered.

Where a backup service is taken and in the unlikely event that both the primary and secondary services are not working the focus of the support team will be to get the primary link back in to service. Effort will therefore be applied to this and not to fixing the secondary service.

Firewall

Availability Service Credits

Total Service Availability of:	Target Availability	Target Resolution	Service Credit (% of monthly charge)
Gamma Cloud Firewall (HA)	99.99%	< 30 Minutes	10% of the Firewall monthly rental

Service credits are paid on a per hour basis for each hour the fault persists beyond the target availability % and subject to a maximum limit of 100% of the monthly rental charge.

Please note that any exclusions referring to service, service level guarantee or service credits are detailed within the Converged Private Networks service description.

Processes

Provisioning Process

Orders should be placed with the Customer Development Team. Orders will be then passed to the Direct Support team for provision. The Direct Support team will own the order through to successful provision and will keep the customer informed throughout the process.

Fault Reporting Process

All faults should be reported via telephone to the appropriate Direct Support team. The Direct Support team may require examples to fully diagnose a fault. Examples should be as descriptive as possible, including time and date or affected calls as well as both calling party details.

We aim to resolve as many faults as possible at first point of contact and we will also aim to update customers daily while a fault is open.

Mobile Lost and Stolen Process

If an end user has their mobile device lost or stolen, they should contact us as usual on **0333 014 0333**.

All instructions to bar the sim should be placed with us verbally rather than via email, text or other messaging service. Upon receipt of instructions, the sim and/or the device will be barred for all usage. Please note that the end user is responsible for all usage on the sim up to the point they verbally request the bar to be placed.