

## Fault Handling Terms & Conditions

### 1. Purpose

This document provides details of our fault and configuration request service arrangements. Included in this document is the incident reporting procedure, Service Level Targets (SLT) and escalation process.

### 2. Service Description

Online Systems is responsible for maintaining the Telephone System and directly associated services used for the company specified as detailed on the Sales Order. This is to ensure that the telephony service ("the service") is available for use in accordance with the service levels described in this agreement.

### 3. Scope of Service Support and Exclusion

#### 3.1 Hours of Support - Online Systems Support Desk

Online Systems Support Desk is available between 08:00 and 17:30, Monday to Friday (excluding Public Holidays) as part of our standard support offering.)

#### 3.2 Out of Hours Support

Out of Hours Support is provided where an out of hours support contract has been agreed with Online Systems (OOH, including Public Holidays), and where enhanced SLAs are in place with the third-party provider involved. Please note some agreements do not allow for out of hours support.

Our 01228 599898 number will route through to our out of hours agent.

#### 3.3 Service Schedule

Precise details of what is covered should be clear on the Sales Order form, but as a general rule we will typically cover the following items, where supplied by Online Systems:

3.3.1 Router giving access to telephony cloud (provided router assurance is maintained).

3.3.2 Handsets or soft clients.

3.3.3 Any wireless access points provided as part of the service. (Provided these are listed as maintained)

3.3.4 Data connection.

3.3.5 Configuration requests of your business telephone system whether on site or hosted in the cloud (provided a managed service is active).

3.3.6 Fixed lines.

3.3.7 Telephony software including; iCall, Oak, Akixi. (Subject to 3<sup>rd</sup> party maintenance support)

3.3.8 PCs or Servers, where indicated on the support contract and specifically in relation to the supply and support.

3.4 The following services and devices are not covered by this SLA or any service schedule unless specifically listed on the support contract

3.4.1 Customers IT Services, including infrastructure, hardware and software.

3.4.2 Network switches used for the telephony service.

3.4.3 DECT (Cordless) or SLT phones. (Subject to normal manufacturer warranty)

3.4.4 Internal cabling.

3.4.5 Mains cabling and supply.

3.4.6 Headsets.

#### 4. Responsibilities

4.1 The customer is responsible for the following:

4.1.1 Providing a valid service identifier such as site name, address and/or telephone/mobile number when reporting an incident to the Support team.

4.1.2 Provide and maintain a list of authorised technical representatives who can act on behalf of the customer and be contacted either by, Online Systems Support or a third party appointed by Online Systems.

4.1.3 Checking that the equipment is cabled and powered correctly, including: phones, routers etc.

4.1.4 Completing diagnostic checks when requested by a Online Systems representative.

4.1.5 Confirming the particular incident reported has been resolved.

4.2 Online Systems is responsible for the following:

4.2.1 Support provided via telephone, email, SMS, instructional user guides and videos.

4.2.2 Issuing a Unique Reference Number for each new incident raised.

4.2.3 Monitoring each incident through to resolution and completion.

4.2.4 Providing updates on the status/progress as agreed with the customer.

4.2.5 Providing escalation as appropriate. Escalation paths can be found in 'Section 8.0 Escalation Paths' within this document.

#### 5. Fault Reporting and Incident Management

All faults and configuration requests should be reported preferably by telephone via the Online Systems Support Desk on 01228 599898 option 2.

Customers can also report faults via email: [customerservicesols@focusgroup.co.uk](mailto:customerservicesols@focusgroup.co.uk)

All incidents relating to the service detected by end users must be reported to the Online Systems Support team for further diagnosis. The Support team member will log a ticket on our in-house CRM System. The customer will then be contacted by the appropriate Support Technician.

1. The Support team will receive an email/telephone call of any reported incidents.

2. The Support team will log the incident with the customer contact who has reported the issue.

3. Each call logged by the Support team is assigned a Unique Ticket Reference. This incident (or ticket) number will be communicated to the requester and should be used when contacting the Support team for updates. A priority rating will be assigned to the ticket based on the level and scope of service loss.

4. The Support team will assess the issue and engage the various technical representatives to assist and diagnose.

5. The customer contact will receive regular email and/or SMS (in some cases, voice call) updates in accordance with the priority assigned to the task.

6. When the incident is resolved, changes completed, and/or the questions answered, the customer will be further updated, and Online Systems will request acceptance to close the ticket. This may be in the form of an email/SMS communication where the ticket will remain open for a period of 5 days before it is closed automatically should no response be received.

7. If a Technical Support Advisor has tried to contact you several times without success, we will assume the issue is resolved and mark the incident as resolved. If the incident is not resolved, you will have a period of 5 days to contact us before it is closed automatically.

#### 6. Incident Logging Requirements

## Fault Localisation

- Preliminary Checks

To enable us to resolve any support queries as quickly as possible, we will need certain information from you to open and progress support tasks.

- Problem symptoms referring to all faults should be captured and must be recent.
- Example calls should not be older than 48 hours and consist of 3 examples where this is possible. The details required before reporting to our Support Desk are listed in 'Fault Logging Requirements'.

## Telephone Line Fault Localisation

### Analogue lines

- Where possible, swap the equipment connected to the telephone line and attempt to dial out.
- If there are extensions, ensure that all line box terminations (sockets) are experiencing the same problem.
- Try to make and receive a call and make notes on what happens (i.e. no dial tone). If there's an intermittent fault; how regularly does it occur?
- Where a Telephone System is present, can you make internal calls?

### ISDN2/30 Lines

Where ISDN2 or ISDN30 lines are being used for inbound and outbound calls, we would always recommend a reboot of the Telephone System (Customer Premises Equipment). This course of action resolves around 50% of faults reported to us. If you are unsure of your equipment suitability for this, then please check first with your system maintainer.

If a reboot does not resolve the problem, please collate as much of the information below before reporting. This will enable us to establish the root cause of the problem and resolve it much quicker.

- Where a Telephone System is present, can you make internal calls?
- Take note of what happens on incoming and outgoing calls specifically
- If fault is intermittent, how often does it occur?
- Are all incoming business numbers affected? If not, which are affected?
- Please provide 3 call examples even if all examples fail

## 6.1 Internet Connection Fault Localisation

### Broadband and Fibre Broadband Connections

Many common issues which can affect the performance of a data connection can be resolved by a few simple tests. If the problem still persists and you need to contact the Online Systems Support team, we will always ask if the following checks have been carried out. Where possible, please ensure these have been made to help us resolve the problem as quickly as possible.

- Firstly, try rebooting the router. Power down and leave off for a minimum of 20 minutes. We ask for 20 minutes as this enables the router to 'forget' the previous session, sometimes referred to as a 'Stale PPP Session'. This can remove any issues present which may have been affecting performance. Do not press the 'reset' button unless specifically requested to do so by a member of Online Systems.
- Power back on, wait 5 minutes and then check for connectivity.
- If there's still no connectivity, plug an analogue handset into the line box; removing all microfilters; check for dial tone. If there are none, then follow the 'analogue line fault localisation' section in this document.

- If a dial tone is present, swap the microfilter if possible.
- Take note of which lights on the router are on/off.

If the internet lights are as expected, please check the cable connections between the router and your local network. For support with this, your IT contact or network administrator, if present, will need to be advised for diagnostic checks.

## 6.2 Managed Internet Connection and Services

### Ethernet

#### MPLS - Multiprotocol Label Switching VPLS – Virtual Private Lan Service Private Networks

Where these services are in use, the following initial checks are advised to be conducted by the customers on site IT or Network Administrator.

Please confirm the first line checks below:

- Are you experiencing power issues on site?
- Has any maintenance work on the equipment been carried out and/or could it have been disconnected?
- Has the router and associated equipment been rebooted?
- Check all LED light statuses for the LEDs on the NTU/Router are as expected (not applicable if DSL service)

If you have eliminated any power issues and the re-boot(s) have not restored service, then please confirm the information below:

- Can you ping your default gateway via command prompt or adequate software from a local PC?
- The same way as above, can you provide a traceroute to the destination on the internet (e.g. 8.8.8.8) or another site if this circuit is part of an MPLS or VPLS service?
- Site contact name, number and access times should an engineer be required.

### VoIP Fault

If VoIP is in use, please follow the steps detailed below prior to contacting the Online Systems Support team:

- Reboot access router. Power down and leave off for a minimum of 20 minutes; power back on; wait 5 minutes, then check for connectivity. Do not press the 'reset' button unless specifically requested to do so by a member of Online Systems.
- If using SIP trunks, reboot the telephone system in line with the advice of the system maintainer.
- If using broadband, including fibre broadband as the main connectivity method, please check for a dial tone at the socket by plugging in an analogue handset.
- If using the hosted product, check if all handsets are experiencing issues. If there's a specific extension, prove these as the affected extensions, providing the extension number if possible.
- Check the lights on the routers and make a note of which are on/off.
- Take note of what happens on incoming and outgoing calls.
- If the fault is intermittent, how often does it occur?
- Are all incoming business numbers affected? If not, which are affected?
- Please provide 3 call examples where this is possible.

### Horizon Fault

For customers using the Horizon platform for their business telephony, please refer to our user guides and self-help videos.

The following checks can be conducted prior to contacting the Online Systems Support team. A large percentage of problems can be resolved by following the instructions below and we would ask all customers to carry these out, prior to contacting the Support team.

Horizon is a cloud-based solution using the Data (Broadband or Fibre Broadband) connection for connectivity.

For problems affecting all handsets, conduct a reboot of the broadband router. Details of how to conduct this can be found in the 'Telephone Line Fault' section within this document.

For problems affecting one or multiple handsets (e.g. poor call quality on an individual handset or group of handsets):

- Conduct a power reboot by removing the cable from the handset/s or handset/s base (if cordless) and plug back into the same port.
- If problems persist, please conduct a power reboot of the broadband router.
- If problems persist, please unplug the affected handsets and swap with a working handset to establish if the problem is repeated in a working location.

Once on-site checks have been completed, if problem persists, please contact the Online Systems Support team providing as much information as listed below as possible. This will enable the Support team to establish the root cause of the reported problem.

- Confirm to the Support team all checks have been conducted.
- The extension numbers of affected handsets.
- Nature of the problem, examples; call quality, handset not registering, and any error message which may be displayed on the affected handset.
- Is the fault intermittent? Does it affect inbound/outbound calls or both?
- Can internal calls be made?
- Please provide 3 call examples where possible.

## 7. Service Levels

Online Systems prioritises all requests according to scope and level of service loss to ensure we can resolve customer faults as quickly and effectively as possible. Incidents with a large impact, or problems that prevent a section of a business from performing its work completely, are given a higher priority.

The following priorities are for incidents and service requests which cannot be immediately resolved.

<b>Priority 1 – Critical Incident</b>
i.e. 100% of services failed, all users affected, and the business severely impacted – full system down or multi-site link.
Response: 30 minutes, Escalation: Immediate, site visit: Within 8 Business hours
<b>Priority 2 – High Incident</b>
i.e. A single service has failed, and all users are impacted such as core business applications – no calls in or out, full broadband outage.
Response: 1 Business Hour, Escalation: 2 Business Hours, Site visit: Within 16 Business hours
<b>Priority 3 – Medium Incident</b>
i.e. A few users are unable to work with no work around – Extension faults, Slow Broadband.
Response: 2 Business Hours, Escalation: 6 Business Hours, Site Visit: within 48 business hours
<b>Priority 4 – Low Incident</b>

i.e. A couple of users affected with a known work around
Response: 4 Business hours, Escalation: 16 Business Hours, Site visit: within 48 Business Hours
<b>Priority 5 – Managed Service request (Information, Moves, Adds &amp; Changes)</b>
i.e. Information request, general instruction and configuration changes
Response: 4 Business Hours, Escalation: 24 Business Hours
<b>Priority 6 – Diverts</b>
Response: 1 Business Hour, Completed: within 2 Business Hours
<b>Priority 7 – Chargeable Service Request</b>
i.e. Chargeable service requests not covered under OLS SLA's

\*Target fix times can be affected and subject to 3rd party Service Level Agreement terms and conditions. Target fix times run during the time where the fault is in Online Systems control. Where a site visit is required, SLTs can further be affected by engineering availability depending on customer location. As a reseller of products and services, the speed of resolution will depend on the maintenance agreements you have, and the SLAs of our suppliers. As a result, we offer service level targets rather than agreements.

Note: the status of any call can be obtained by contacting the Support team and providing the relevant ticket number. You will, however, receive periodic updates on any tickets raised. Online Systems will look to agree the priority level with the customer to avoid confusion or differing expectations. In some cases, the incident may take longer to resolve than desired and Online Systems will endeavour to ensure that customers are informed of the incident status.

## 8. Escalation Paths

If you feel that a fault is not being progressed within the given timescales or is not receiving the appropriate attention or priority, please use the escalation paths below. In the email we ask for you to include the relevant ticket number, a brief description of the issue and the reason the ticket should be escalated.

Email: [customerservicesols@focusgroup.co.uk](mailto:customerservicesols@focusgroup.co.uk)

If after receiving a response to the escalation request you remain dissatisfied, please follow the path below. You would have been provided with an escalation ticket reference and we kindly request you include this when using the level 2 escalation path.

## 9. Complaints

All our customers are important to us, and we strive to deliver service and support of the highest standards. We are aware using Online Systems is a choice, so our commitment to providing and improving our service offerings is at the very core of everything we do. Unfortunately, there are occasions where something goes wrong but we will always endeavour to resolve these issues through our Support Departments in a timely manner.

If you have a complaint or issue regarding your Support Ticket:

In the first instance, please ask to speak to the person(s) detailed in this escalation document. Following this, if you feel your complaint or issue has not been addressed to your satisfaction, please email our Customer Service team at [customerservicesols@focusgroup.co.uk](mailto:customerservicesols@focusgroup.co.uk)

Please be assured we will do all we can to offer a swift resolution.