Standard Telecoms Service Definition Document

V3.4

Contents

Document Version Log

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1. Purpose of the document

This document provides details of our fault and configuration request service arrangements. Included in this document is the incident reporting procedure, Service Level Target Fix Times and escalation process.

2. Service Description

Focus Group is responsible for maintaining the Telephone System and directly associated services used for the company specified as detailed on the Sales Order Form. 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. Service Description

3.1 Hours of Support - Focus Group Support Desk

Focus Support Desk is available between 07:00 and 19:00, Monday to Friday (excluding regional 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 (Total Care) has been agreed with Focus Group 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 0330 024 2000 number will route through to our in house out of hours Service Desk. If a ticket is open with Focus Group and the Total Care service is applied, the ticket will be monitored accordingly between day and night through to resolution.

3.3 Scope of Service Support and Exclusion

Details of the support service provided can be found on the Sales Order Form, but as a general rule we will typically cover the following items, where supplied by Focus Group:

3.3.1 Router (provided router assurance is maintained)

3.3.2 Handsets or soft clients. As documented within the Sales Order Form

3.3.4 Managed Data connections (Excluding any Satellite service(s))

3.3.5 Configuration requests of your business telephone system whether on site or hosted in the cloud (provided a maintenance agreement is maintained).

3.3.6 Fixed lines.

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

3.4.1 Customers IT services and equipment, including infrastructure, hardware and software.

3.4.2 Network switches used for the telephony service.

3.4.3 Digitally Enhanced Cordless Telephones, Cordless Telephones, Door phones, intercom devices, Building Access Control Systems, Paging systems, non-proprietary devices and Single Line (Analogue) Telephones

3.4.4 All cabling.

3.4.5 Mains cabling and supply.

3.4.6 Headsets.

4. Responsibility

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, Focus Support or a third party appointed by Focus Group.

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 Focus Group representative.

4.1.5 Confirming the incident reported has been resolved.

4.1.6 Ensure Focus Group employees can access and work safely when attending site.

4.2 Focus Group 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. Incident Logging Requirements

Many common issues which can affect performance and can be resolved by a few simple tests. If the problem persists and you need to contact the Focus Group 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.

5.1 Telephone:

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?

- 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 Section 6.2

ISDN2/30 Lines
Where ISDN2 or ISDN30 lines are being used for inbound and outbound calls, please contact our support team for assessment.

5.2 Internet:

Broadband and Fibre Broadband Connections

Many common issues can affect the performance of a data connection and can be resolved by a few simple tests. If the problem persists and you need to contact the Focus Group 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. 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 Focus Group.***
- Power back on, wait 5 minutes and then check for connectivity.
- Take note of which lights on the router are on/off.

5.3 Managed Connections:

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 light statuses on the NTU/Router are as expected

Hosted Telephony Fault
The following checks can be conducted prior to contacting the Focus Group 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.

Hosted Telephony Platforms are a cloud-based solution using a Data - connection for connectivity to the Service.

For problems affecting all handsets, conduct a reboot of the broadband router and the network switches (power down for 5 mins before restoring power)

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 and network switch
- 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 Focus Group Support team providing as much of the 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.

6. Incident Reporting

All incidents and configuration requests should be reported using the inFocus Portal (where the Customer has been set up on the inFocus Portal)

Customers can also report faults by telephone via the Focus Group Support Desk on 0300 024 2000 option 1 or by email: support@focusgroup.co.uk
Configuration requests should use systemsupport@focusgroup.co.uk

All incidents relating to the service detected by end users must be reported to the Focus Support team for further diagnosis. The call will then be routed to 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 is resolved, change completed, and/or the questions answered, the customer will be further updated, and Focus Group 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 5 days before it is closed automatically should no response be received.

7. If a Technical Support Advisor has tried to contact you 3 (three) 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.

It is expected that the Customer will use the inFocus Portal (where the Customer has been set up on the inFocus Portal) as the primary mechanism to contact Focus for Incidents, service requests and status updates. In the event that the Customer regularly uses the Service Desk (via telephone or email) as the primary route for raising Incidents, service requests and/or obtain status updates Focus Group reserves the right to charge an administration fee of £30 per call, subject to reasonable prior notice to the Customer.

7. Service Levels

Focus Group provides a Service Level Agreement (SLA) in relation to loss of service as is detailed below.

Focus Group 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.

Level	Description All times are working hours/days (Mon - Fri 09.00 - 17.30)	Target Fix Time*
P1	**Total loss of service at a customer premises, or critical service failure** Issue prevents all users from operating and/or major disruption to business operations (advisable to report by telephone)	8 hours
Update frequency P1 & P2		**1 hour**

P2	**Partial loss of service to critical systems** Issue prevents users from operating or affects business critical systems, reducing levels of functionality and performance (advisable to report by telephone)	16 hours
P3	**Partial loss of service** Issue intermittently prevents users from operating or affects functionality or performance on non-business critical systems	24 hours
Update frequency P3 & P4		**8-16 hours**
P4	**Configuration changes** Service requests for configuration changes or a loss of functionality that is not service affecting Major programming changes can be subject to engineer availability and may be chargeable dependant on the support agreement in place	32 hours

*Target fix times can be affected by and subject to third party Service Level Agreement terms and conditions. Target fix times run during the time where the fault is in Focus Group's control. Where a site visit is required, target fix times 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.

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. Focus Group 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 Focus Group will endeavour to ensure that customers are informed of the incident status.

Satellite connections and/or any voice and messaging services that are dependent on a Satellite connection are not supported by Focus Group.

This Standard Service Definition will not be applicable to such services and Focus Group does not provide any guarantees as to the availability, quality, or reliability of such connectivity, voice and/or messaging services.

The Customer must be aware that various circumstances may affect the performance of Satellite services, including, but not limited to: (a) failure to follow instructions; (b) installation environment; (c) angle and/or field of view of the dish; (d) weather; (e) quality of your personal devices; (f) interference by other devices; (g) proximity of other satellites/satellite equipment; (h) quality, condition and positioning of the cables; (i) reliability of power from the grid or problems with the customer's electrical power; (j) improper tower grounding; (k) proximity or location of the customer premises equipment; (l) too many active or parallel network connections (m) fire, flood, wind, lightning, hurricanes, earthquake, or other acts of nature; (n) spills of food or liquids on satellite equipment; (o) misuse, abuse, accident, vandalism, alteration, or neglect; and (p) normal wear and tear or deterioration. Such circumstances are outside of Focus' control and responsibility.

8. Escalation Paths and Complaints Procedure

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.

Escalation Level	Contact
Level 1	escalation@focusgroup.co.uk

All our customers are important to us, and we strive to deliver service and support of the highest standards. We are aware using Focus Group 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:

Please email our Customer Service team at customerservice@focusgroup.co.uk.

For further information: focusgroup.co.uk/information/customer-complaints-code/

focus
group

Get in touch with your local team

Let's connect. Let's grow.