Contact & Escalation Details

Support: Monday – Friday (08:30 to 17:00):   0345 652 0450
Support: Out of Hours :   0345 652 0450

Web: www.clickitc.co.uk

Address: 3, Listerhills Science Park, Campus Road, Bradford, BD7 1HR

Technical Queries
Phone: 0345 652 0450
Email: help@clickitc.co.uk

Customer Service Queries
Phone: 0345 652 0450
Email: help@clickitc.co.uk

Finance Queries
Phone: 0345 652 0450
Email: info@clickitc.co.uk

Account Queries
Phone: 0345 652 0450
Email: info@clickitc.co.uk

Fault Reporting

When reporting an issue, customers should supply the following information to assist the company in producing a timely response:

- The date and time at which the problem occurred
- Impact of problem on live operations based on severity definitions provided below
- Detailed description of issue, including:
  The components involved (Telephone System, Ethernet link, phones, gateways, router)
  a. The phone numbers involved in the issue
  b. Type of calls, features, actions, or services impacted
  c. Frequency of issue
  d. Any available logs or traps

General SLA & Escalation Path

itc. Support SLA

Response Times and Target Fix Times

Level 1 - Critical Failure (100% loss of service)
Problems severely affect service, traffic, billing and maintenance capabilities, and require immediate corrective action, issues can be reported online or via telephone:

Response Time: Within 2 hours
Target Fix Time: Within 6 hours

Level 2 - Major Failure (>25% loss of service)
Problems cause conditions that seriously affect more than 25% of the system operation and requires immediate attention, issues can be reported online or via telephone between office hours:

Response Time: Within 4hours
Target Fix Time: Within 8hours

Level 3 - Minor Failure
Problems do not significantly impair the functioning of the system and do not significantly affect service to customers, issues can be reported online or via telephone between office hours:

Response Time: Within 8hours
Target Fix Time: Within 24 hours

Level 4 - Ad-hoc Support
Requests for remote or on-site support with the configuration, setup & training of any service or 'how to' questions:

Response Time: 5 working days
Target Fix Time: N/A

The company's goal is to provide a solution within the above target time-frames. For severity 1, critical failure and severity 2, major failure issues, the company will use "best endeavours" to provide a temporary solution to minimize service or system impacts, while a permanent solution is developed. Consequently, severity 1 issues may be downgraded to severity 2, and severity 2 issues may be downgraded to severity 3, following application of a temporary solution. Any downgraded severity can only be done so when a workaround is in place and by virtue agreed by the customer as 'functional'. To meet these goals, the company requires that the [Client] personnel be on-site and that remote access to the product or system be available to allow remote diagnostics and maintenance. When an issue is reported, the company will:

1. Make all efforts to immediately resolve the issue;
2. If an issue cannot be resolved immediately, inform the customer of a call back time with an update;
3. Log all issues in the online ticketing system for tracking and analysis of possible trends.

Escalation Path

### Time extensions by escalation stage

Level 1 - Critical Failure

Customer Service: Immediate
Team Leader: +1 hour
Operations Director: +2 hours
Managing Director: +4 hours

Level 2 – Major Failure

Customer Service: Immediate
Team Leader: +1 hour
Operations Director: +8 hours
Managing Director: +16 hours

Level 3 – Minor Failure

Customer Service: Immediate
Team Leader: +4 hours
Operations Director: +16 hours
Managing Director: +24 hours
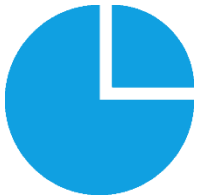
Support

Standard itc. hours of support

Standard support hours are Monday to Friday: 08:30 am to 17:00 pm
Where out of hours support has been taken **(extra charges apply)** the hours of support are:
24 x 7 x 365

SLA & Care Level Details

VoIP Service levels

Response Times and Target Fix Times

Level 1 - Critical
Problems severely affecting service, traffic, billing and maintenance capabilities or total loss of service, issues can be reported online or via telephone
Response Time: Within 2 hours
Target Fix Time: Within 6 hours

Level 2 - Major
Problems cause conditions that seriously affect more than 25% of the system operation and requires immediate attention, issues can be reported online or via telephone between office hours
Response Time: Within 4 hours
Target Fix Time: Within 8hours

Level 3 - Minor
Problems do not significantly impair the functionality of the system and do not significantly affect service to customers, issues can be reported online or via telephone between office hours
Response Time: Within 8 hours
Target Fix Time: Within 24 hours

Level 4 - Information
Requests for remote or on-site support with the configuration, setup & training of any service or 'how to' questions
Response Time: 5 working days
Target Fix Time: N/A

Ethernet Service levels

Response Times and Target Fix Times

Level 1
Total loss of service/intermittent connectivity of all sites on MPLS
Total loss of service of a single site
Response Time: Within 2 hours
Target Fix Time: Within 6 hours

Level 2
Intermittent connectivity of a single site that has a high degree of service impact
Response Time: Within 4 hours
Target Fix Time: Within 8hours

Level 3
Intermittent connectivity of a single site that has a low service impact
Bandwidth throughput issues
Response Time: Within 8 hours
Target Fix Time: Within 24 hours

Level 4
Intermittent connectivity of single site that has a low service impact
Bandwidth throughput issues
Response Time: 5 working days
Target Fix Time: N/A

Fixed Line Service levels

Care Level Descriptions

Care Level 1
Clear by 23:59 day after next, Monday to Friday, excluding Public and Bank Holidays. For example, report Tuesday, clear Thursday

Care Level 2
Clear by 23:59 next day, Monday to Saturday, excluding Public and Bank Holidays. For example, report Tuesday, clear Wednesday

Care Level 3
Report 13:00, clear by 23:59 same day. Report after 13:00 clear by 12:59 next day, seven days a week, including Public and Bank Holiday

Care Level 4
Clear within 6 hours, any time of day, any day of the year

Managed Services SLA Details

itc. Support SLA

Response Times and Target Fix Times

Service Level Description	Coverage	Guarantees
Virtual Servers Service		
Core cloud platform infrastructure monitored	24x7x365	1 hour response 4 hour fix*
Managed health of servers, provide patch management updates	24x7x365	1 hour response 4 hour fix*
Nightly system image of cloud virtual servers or VDC, space allocated based upon server configuration and retention policy	24x7x365	1 hour response 4 hour fix*
Pre-build VM as per customer requirements, OS pre-install to base requirements, All resource utilisation subject to itc. fair usage policy. CPU, memory and disk are 'allocated' based on customer requirements are shared on physical hardware	Mon-Fri 08:30-17:00	1 hour response 5 working day lead time
Co-Location Service		
General fault finding, chargeable remote hands DC engineer	24x7x365	1 hour response 4 hour fix*
License / Application / Service		
Microsoft SPLA licenses provided on a per user per Core/CPU basis	Mon-Fri 08:30-17:00	1 hour response general fault finding
Citric XenApp license providing application publishing and remote Applications	Mon-Fri 08:30-17:00	1 hour response general fault finding
MySQL database hosting on Li platform with 200Mb data limit. Single DB username and password, PHPMyAdmin access limited to itc. IP address ranges	Mon-Fri 08:30-17:00	1 hour response general fault finding

Service Level Description	Coverage	Guarantees
Web hosting on either Linux Apache or Windows IIS, Single User FTP account website access logs available on request, space allocation subject to package	Mon-Fri 08:30-17:00	1 hour response general fault finding
SSL certificate if on existing server CSR is generated otherwise customer must generate CSR	Mon-Fri 08:30-17:00	1 hour response
Domain Names	Mon-Fri 08:30-17:00	1 hour response
MS Office 365 account license	Mon-Fri 08:30-17:00	1 hour response as per MS Office T&Cs
All other Software Licensing	Mon-Fri 08:30-17:00	1 hour response

Managed Network Service

Managed VPN/MPLS	24x7x365	1 hour response 4 hour fix*
Managed Virtual Firewall	24x7x365	1 hour response 4 hour fix*

*After diagnostics have been completed.
All services subject to Contract and Standard Terms and Conditions.