

Channel Partner Support

Customer Service Plan



Service Levels

Orders & Change Requests

All timelines are from receipt of a fully validated order from the Channel partner via the Gamma portal. Time lines exclude any activity that requires site survey, non-gold addresses or installations that require additional line plant. Timelines are subject to supplier engineer availability, failure to meet the guidelines below will not result in any financial compensation. All timelines are in business days.

Product	Order or Change type	Target Provision Timeline
CPS	CPS only	10 days
CPS	WLR & CPS	48 hours
WLR	PSTN installation	5 days
WLR	PSTN with simultaneous broadband	7 days
WLR	ISDN2	10 days
WLR	ISDN30	20 days
Horizon		5 days
IPDC – automated orders	V 2	24 hours
Voicemail to email		5 days
IPDC – automated orders		24 hours
New IPDC Resilient endpoint build		10 Days *
New IPIC Build		5 Days *
Single SIP with Gamma Ethernet		5 Days **
Broadband		10 days
Router replacement (due to fault)		1 day (if received before 2pm)
Reseller to reseller migrations	All bar broadband which follows standard product provision lead times	10 days (3 days' notice provided to losing reseller)
Product to product migrations	All bar broadband (N/A)	3 days
Ethernet	Copper Ethernet	Within 30 days after the acceptance of a Customer Requirements Form and Order Form
Ethernet	100Mb Fibre Ethernet (BT Wholesale supplied)	Within 60 days after the acceptance of a Customer Requirements Form and Order Form
Ethernet	100Mb Fibre Ethernet (Virgin Media supplied)	Within 80 days after the acceptance of a Customer

		Requirements Form and Order Form
Ethernet	1Gb Fibre Ethernet (BT Wholesale supplied)	Within 80 days after the acceptance of a Customer Requirements Form and Order Form
Ethernet	1Gb Fibre Ethernet (Virgin Media supplied)	Within 90 days after the acceptance of a Customer Requirements Form and Order Form
Ethernet	FTTC	Within 20 days after the acceptance of a Customer Requirements Form and Order Form
Converged Private Networks - Firewalls	Firewall - Access Rules	2 days
Converged Private Networks - Firewalls	Firewall - Client VPN (SSL VPN/IPsec VPN)	5 days
Converged Private Networks - Firewalls	Firewall - URL Filtering (blacklist / whitelist)	2 days
Converged Private Networks - Firewalls	Firewall - Anti-Virus	2 days
Converged Private Networks - Firewalls	Firewall - Malware Protection	2 days
Converged Private Networks - Firewalls	Firewall - File Blocking	2 days
Converged Private Networks - Firewalls	Firewall - Emergency Changes (those deemed to prevent a critical impact to service)	***4 hours
Mobile – 8am – 6pm Mon – Fri (excluding public holidays)	MSISDN Port in	Next working day (once PAC provided)
Mobile – 8am – 6pm Mon – Fri (excluding public holidays)	Request PAC	24 hours
Mobile – 8am – 6pm Mon – Fri (excluding public holidays)	Tariff or Bundle change	24 hours
Mobile – 8am – 6pm Mon – Fri (excluding public holidays)	Replacement SIM	Next Working day (if reported by phone within standard UK business hours before Mid-day)
Mobile – 24/7	Request PAC	4 hours

*Number of working days from the CRF being accepted and approved by Gamma Solutions Delivery.

** SLA is to deliver the SIP trunks once the Ethernet service has been delivered, fully tested and live.

*** Emergency changes should be raised by telephone in to our Firewall Engineering Team and are performed at customers own risk.

Faults

Please note that the following table excludes service requests and is based on the assumption that the incident has been successfully reported by telephone to the appropriate Gamma department. There are some exceptions to this model, for example WLR and Broadband faults are logged on the WLR or Gamma portal direct by the Channel Partner. In this scenario, only escalations would be reported by telephone to the service desk.

All resolution timescales are based on delivery of either full resolution or workaround, and any issue requiring significant product development will follow service request principles. For faults that Gamma need to hand off to external suppliers, the following SLAs 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 with the exception of Gamma Converged Private Networks (CPN). For details of CPN service level guarantees and associated service credits please see the service description available on the Gamma Knowledgebase. All timelines are in working days, unless otherwise stated.

Product	Priority/Care Level	Target Resolution Timeline
CPS	CPS only	2 days
CPS	WLR & CPS	Dependant on WLR care level, see below
WLR	Care level 1	Close of play next working day +1, Mon - Fri
WLR	Care level 2+	Clear by end of next working day Mon – Sat
WLR	Care level 3	Cleared within 24 hours Mon – Sun including holidays
WLR	Care level 4	6 hour repair, 24 hours a day 365 days per year
Mobile	Critical - Total loss of service across entire mobile operator base	8 hours
Mobile	High - Total loss of service >200000 subscribers	10 hours
Mobile	Medium - Total loss of service 2000 – 199000 subscribers	26 hours
Mobile	Total loss of service/degraded service < 2000 subscribers	74 hours
Mobile	Service request	5 days
Mobile – 24/7	Critical - Total loss of service across entire mobile operator base	8 hours
Mobile – 24/7	High - Total loss of service >200000 subscribers	12 hours
Mobile – 24/7	Medium - Total loss of service 2000 – 199000 subscribers	24 hours
Mobile – 24/7	Total loss of service/degraded service < 2000 subscribers	72 hours
Mobile – 24/7	**Loss of voice or data service within the UK	*72 hours

Mobile – 24/7	**Intermittent disruption to voice or data service within the UK	*72 hours
Mobile – 24/7	Loss of voice or data service outside of the UK	N/A
IP Telephony (includes Horizon, Inbound (Business Continuity), SIP/IPDC)	Critical Fault - Loss of service - Multiple resellers/services affected	4 clock hours
IP Telephony (includes Horizon, Inbound (Business Continuity), SIP/IPDC)	High - Loss of service - single reseller or service	8 clock hours
IP Telephony (includes Horizon, Inbound (Business Continuity), SIP/IPDC)	Medium - Disrupted service - multiple or single reseller or service	3 working days
IP Telephony (includes Horizon, Inbound (Business Continuity), SIP/IPDC)	Low - Single number destinations/QOS	7 working days
Broadband	Business Care (and all Assured)	22 clock hour fix. This is a chargeable option and operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays). Please note that clock hours run during the time the fault is in Gamma's control. Where a fault is with the partner the clock stops and only restarts when passed back to Gamma. Broadband services that have purchased Enhanced Care service must be aware that 'out of hours' (see above) Engineering visits may be used to complete a repair if unrestricted access is available
Broadband	Standard Care	42 clock hour fix. This care level operates during business hours only. If an engineering visit to a site is required, then Gamma will respond during business hours. Engineering visits are available during normal working hours, Monday to Friday, 08.00 – 18.00 (excluding UK Public and Bank Holidays).
Ethernet (including support for The Loop)	Fibre Ethernet (10,100 and 1,000Mb)	For Priority 1 faults 6 clock hours (from a validated fault). Clock hours are calculated and are defined as the time between the Start Time

		<p>and Stop Time, excluding Parked Time:</p> <p>Start Time: the time a fault has been validated and categorised as a Priority 1 fault</p> <p>Stop Time: the time a fault has been cleared</p> <p>Parked Time: the time during which the clearance of a fault is outside of Gamma's control</p> <p>For Priority 2 faults Gamma will resolve the fault within 1 working day from a validated fault.</p> <p>For Priority 3 faults Gamma will resolve the fault within 3 working days from a validated fault.</p>
Ethernet	Copper Ethernet and FTTC Ethernet	<p>For Priority 1 faults 8 clock hours (from a validated fault). Clock hours are calculated and are defined as the time between the Start Time and Stop Time, excluding Parked Time:</p> <p>Start Time: the time a fault has been validated and categorised as a Priority 1 fault</p> <p>Stop Time: the time a fault has been cleared</p> <p>Parked Time: the time during which the clearance of a fault is outside of Gamma's control</p> <p>For Priority 2 faults Gamma will resolve the fault within 1 working day from a validated fault.</p> <p>For Priority 3 faults Gamma will resolve the fault within 3 working days from a validated fault.</p> <p>Note: FTTC Ethernet fault response time begins from confirmation fault is not result of underlying WLR line.</p>
Converged Private Networks - Firewalls	Firewall Fault - Priority 1 (High) Service unavailable, significant affect to customer's business, significant risk to customer's data security	<p>4 clock hours (from a validated fault).</p> <p>Clock hours are calculated and are defined as the time between the Start Time and Stop Time, excluding Parked Time:</p> <p>Start Time: the time a fault has been validated and categorised as a Priority 1 fault</p>

		Stop Time: the time a fault has been cleared Parked Time: the time during which the clearance of a fault is outside of Gamma's control
Converged Private Networks - Firewalls	Firewall Fault - Priority 2 (Medium) Minor problem in operation, no significant business or security risk	1 day (from a validated fault)
Converged Private Networks - Firewalls	Firewall Fault - Priority 3 (Low) No business or security risk	3 days (from a validated fault)

*Mobile - 24/7 Target Resolution time starts from the point a fault is reported to our Service Desk. All faults should be reported by phone to our Service Desk as emails are not monitored 24/7.

**Mobile - 24/7 Loss of voice or data services will be classified as a fault by our Service Desk where loss of services is deemed out of the norm within areas of reasonable signal coverage.

All faults should be reported via telephone to the appropriate option on our IVR. The Service Desk will require examples to fully diagnose a fault. Examples should be as descriptive as possible, including time and date of affected calls and A and B party calling details.

Inbound Service Area

Inbound Service Area	Target SLA
Service Availability	
Call management platform – Service Availability	99.99%
End User Portal: (www.myinbound.com) – Service Availability	99.91%
Service Provisioning	
Creation of End User Account - 1 minute from successful account submission	99.5%
End User Account Deletion - 1 minute from successful account submission	99.5%
Allocating a new Number to an Existing End User Account - 1 minute from successful account submission	99.5%
De-allocating a number from an Existing End User Account - 1 minute from successful account submission	99.5%
Re-grading Product - 1 minute from successful account submission	99.5%

SIP Trunking Service Area

SIP Trunking Service Area	Target SLA
Service Availability	
SIP Trunking Service Availability – Standard Build	99.95%
SIP Trunking Service Availability – Resilient Build	99.99%
SIP Trunking Service Availability – Gamma SIP Portal	99.50%
Call Quality Performance	
SIP Trunking PESQ – G711	≥ 4.1
SIP Trunking PESQ – G729	≥ 3.7
MS Team PESQ – G711	≥ 4.1
Service Provisioning	
End Point Creation – Standard Build < 1 hour	99.50%
End Point – Moves and Changes – Standard Build < 1 hour	99.50%
MSDR	99.9%

Horizon Service Area

Horizon Service Area	Target SLA
Service Availability	
Horizon Core Services – User Subscriptions – Availability	99.95%
Horizon Graphical User Interface (GUI) – Availability	99.9%
Auto Attendant, Call Recording, and Unified Messaging subscriptions – Availability	99.0%
Call Quality Performance	
Horizon Core Network PESQ – G711	≥ 4.1
Horizon Core Network PESQ – G729	≥ 3.7
Service Provisioning	
Provision of site, user subscriptions and hardware delivered – 5 Working Days	99.50%