



SERVICE SUPPORT SCHEDULE

Fault Handling

Overview of Trouble Case Process

Faults logged will be assigned a case number to enable the Partner to track the progress of the fault including real-time progress updates on 1Portal.

The SLA timers for service credits will start when first line checks have been completed and shared with Virtual1 via a support case.

Note: to assist with diagnosis, Virtual1 may have to undertake intrusive testing on the circuit. This may temporarily impact the service provided. By raising an incident, the Partner agrees that intrusive testing can occur.

Trouble Case Clear and Closure

When Virtual1 is satisfied that a fault has been resolved Virtual1 will notify the Partner by case update. The Partner will have 48 hours to undertake a retest with the end customer to confirm the fault has been cleared to their satisfaction and confirm closure to Virtual1 by case update. If the Partner does not confirm closure by case update or call within 5 days, Virtual1 will close the case by default.

Planned Works Notice

Virtual1 aims to provide at least 10 working days' notification for any Virtual1 controlled maintenance where the outage may affect end customer service. On the occasions where 3rd party carriers are conducting maintenance, notification given may be less than 5 working days. Where practical, a scheduled outage will occur out of business hours.

In circumstances where an emergency service interruption is required, Virtual1 reserves the right to undertake the service interruption at shorter notice and at alternate times. In such cases Virtual1 will use best efforts to notify the Partner prior to the service interruption.



Case Priority

The table below indicates the priorities that will be used by Virtual1, taking into consideration the severity of the problem versus the support level.

Severity	Examples	Classification
Complete or partial failure of critical service(s): Total loss of connectivity	Network / Power Outage Server failures or failed pings Emergency maintenance Prolonged network degradation including latency, packet loss, or off-network failures Access problems with application, data, or other systems due to password or profile problems Service failures including failures that prevent normal browsing of the web Access protocols down (SMTP, FTP) Reboots of hardware The restoration or replacement of critical data from a backup system Total loss of internet connectivity	1 – Urgent
Degraded service. Complete or partial failure of non- critical services or applications with minimal customer impact	Small number of circuit drops recorded in log Latency / Packet loss Loss of connectivity to 3 rd party ISPs Slow mail delivery Slow serving of web pages	2 – Medium
Identified issues with NO impact on End User services	Contact changes Standard change requests Other unsupported Customer requests	3 – Low
No Actions Required: All non-service affecting change	Maintenance notification from customer	4 - Other/Track

Service Monitoring

Any virtual resources used by the firewall virtual machine, these are charged as per our normal rates.

Proactive Monitoring

Virtual1 proactively monitors end customer's networks 24 hours, 7 days a week, 365 days a year. Proactive monitoring allows detection of a service failure before the end customer may even be aware of the fault and ensures Partners are notified if an event occurs.

Once a fault has been detected, a case is logged automatically into Virtual1's support case system, Virtual1 will then notify the Partner according to the severity of the problem.

1View Network Monitoring

1View is an online network monitoring solution provided for free with every Virtual1 network. It is available both through 1Portal. Partners can use this to access a range of network statistics as well as to help identify any network issues. Access to 1View can also be provided to your end-customers. Please ask your 1View administrator or your Account Manager for login details.



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