



VoIP services

How We'll look after You

Thank You for Your business. We'll never take it for granted. That's why We've put together this service level agreement (**sla**). It lets You know exactly what We promise to deliver as part of our Cloud Voice and SIP services You've ordered from Us. This **sla** forms part of the agreement between You and Us for services provided so, naturally, We'll fulfil what's laid out here. If We're providing You with connectivity for access to VoIP services, that part of the service is covered by the connectivity service level agreement. So You'll need to read this **sla** and that one too.

Getting You up and running

When We've taken Your order and finished planning, We'll give You a **customer promise date (CPD)**

If You are unable to make or receive a call and We are unable to restore Your service, You have the opportunity to claim **service credits** as shown in the tables below.

Our service availability promise

We pride ourselves on delivering high availability service and keeping the VoIP services up and running so You can continue with what you need to do. We've come up with a set of **service availability** targets for Our VoIP services, so You know what to expect from Us each month. So you are aware, We only measure the availability of the VoIP services platforms. The availability of the VoIP services at each of your office locations is dependent on the connectivity availability to those sites. We work out monthly **service availability** like this:

$$\frac{24\text{hrs} \times \text{days in a month} - \text{Outage Time hrs}}{24\text{hrs} \times \text{days in a month}} \times 100\%$$

VoIP services	Target Availability
Cloud Voice	99.999%
SIP Trunking	99.987%

For the Cloud Voice service

Restoration Time	Functional User Licence	Fixed User Licence	Mobile User Licence
Less than 8 Working hours	£0.00	£0.00	£0.00
8 and up to 16 Working hours	£0.80	£1.00	£1.20
16 and up to 24 Working hours	£1.60	£2.00	£2.40
24 and up to 32 Working hours	£2.50	£3.00	£3.50
More than 32 Working hours	£3.30	£4.00	£4.70

Bringing You back online

If a problem arises, We'll aim to fix it within the times shown in the table below.

Fault Category	Target Restoration Time
P1 Fault	6 hours
P2 Fault	10 Working hours
P3 Fault	1½ Working Days
P4 Fault	3½ Working Days

For the SIP Trunking service

Restoration Time	Basic Channel Licence	Standard Channel licence	Premium Channel licence
Less than 8 Working hours	£0.00	£0.00	£0.00
8 and up to 16 Working hours	£0.50	£0.50	£0.85
16 and up to 24 Working hours	£1.00	£1.00	£1.70
24 and up to 32 Working hours	£1.50	£1.50	£2.50
More than 32 Working hours	£2.00	£2.00	£3.35

Who's in charge of getting problems sorted?

If a problem isn't sorted within the times We promise, or something isn't delivered by the CPD, then We escalate it as You can see from the table below.

Our Commitment to You

Customer Promise Date

Technical Support Centre Personnel	Days Following CPD Failure
Provisioning Manager	0 days
Head of Provide	3 days
Director of Customer Services & Operations	5 days

Late Service Restoration

Internal Escalation	Escalation Level
Team Manager	Level 1
Fault Centre Manager	Level 2
Head of Business Assure	Level 3

So now We've covered the main points, all that's left to read is the full agreement. It spells out exactly where We both stand so that there is no confusion.

What do the terms mean, what is not covered by this sla, claiming service credits and Our liability to You, planned outages and how to report a fault

Definitions of terms used

Except as otherwise defined in this **sla** or unless the context otherwise requires, all defined terms in this **sla** shall have the same meanings as in the agreement.

channel licence(s) means the virtual line connection through which the SIP Trunking **service** is provided excluding any non-activated dynamic channels.

customer promise date means the agreed target date by which We aim to have started the **service** as notified to You in writing.

Working day means 09:00am to 17:30pm Monday to Friday excluding bank and public holidays.

excused outage means any **fault** caused by:

- (a) Your network, system or equipment, or any part of it; or
- (b) Your acts or omissions; or
- (c) over subscription of bandwidth or congestion on Your IP network that is not caused by Us; or
- (d) Your failure to ensure that sufficient Realtime bandwidth is available to ensure that IP packet loss, jitter and latency do not exceed the relevant limits required by Realtime applications; or
- (e) Unavailability of, or Your failure to have or maintain in place in accordance with the Agreement, appropriate site connectivity; or
- (f) Your breach of the agreement; or
- (g) Your failure or delay in complying with Our reasonable instructions; or
- (h) any refusal to allow Us, Our employees, agents or subcontractors to enter into the relevant premises to diagnose or remedy any **fault**; or
- (i) a force majeure event as set out in the Agreement; or
- (j) an act or omission of any third party which is beyond Our reasonable control.
- (k) a third party software application

fault means a **p1 fault**, **p2 fault**, **p3 fault** or **P4 fault** which has been reported to Us in accordance with standard fault reporting procedures (see 'reporting a fault' below) or logged by Us on Our fault management system.

fault report means the report of a **fault** either by You or Us that has been recorded on the call record at Our Business Technical Support Centre in accordance with standard fault reporting procedures.

outage time means the sum total time that the **service** is unavailable in the relevant month due to a **p1 fault**.

p1 fault means problems severely affecting the service, traffic, and maintenance capabilities, and which require immediate corrective action.

p2 fault means problems that cause conditions that seriously affect system operation, maintenance, and administration, and which require immediate attention. The urgency is less than in critical situations because of a lesser effect on system performance.

p3 fault means degradation of a **service** component's performance that does not significantly impair the **service**.

p4 fault means non-service impacting components including informational questions.

planned outage means any **service** downtime:

- (a) scheduled by Us to carry out any preventative maintenance or upgrades to the **service**; or
- (b) caused by any changes to the **service** You request or authorise.

Restoration or '**restore**' means the workaround or temporary solution for, or the permanent resolution of, a **fault** which (as applicable) remedies, or negates the impact of, the **fault** so that the **service** is available.

service means the **service** that We provide to You as set out in the agreement.

service credit is the amount We credit or pay to You for failing to meet the **service levels** as set out in this **sla**.

user licence(s) means the core Cloud Voice **service** licence which enables You to make and receive phone calls. For the avoidance of doubt, these are the functional, fixed and mobile licences and do not include **service** add-ons.

For the avoidance of doubt, **You** and **Your** shall include Your employees, subcontractors and agents.

Exclusions

Service availability

Unavailability of the service as a result of any of the following events shall not count as outage time:

- (a) an **excused outage**; or
- (b) a **planned outage**; or
- (c) emergency maintenance.

Service restoration

Time spent in repairing a **fault** or **restoring** the **service** as a result of any of the following events will not be counted as part of restoration time when calculating **service credits**:

- (a) Your failure or delay in providing the necessary co-operation required by Us including, without limitation:
 - (i) supply of the necessary information; or
 - (ii) access to the relevant sites; or
 - (iii) supply of the necessary power or facilities; or
- (b) Your relevant personnel cannot be contacted to assist Us or to confirm the **service is restored**; or
- (c) a **planned outage**; or
- (d) an **excused outage**; or
- (e) emergency maintenance.

The time taken to restore a **fault** is measured from the time the **fault report** is recorded on Our fault management system on a **working day** or 09:00 on the first **working day** following if reported outside of those hours) until the time We notify You that **service** has been restored or in the event that We are unable to contact You, the time recorded on Our Business fault management system that **service** has been **restored**.

General

The **sla** does not apply to non-standard solutions or customised services unless expressly agreed in writing.

If, on further inspection, no **fault** can be found with the **service** or the **fault** is an **excused outage**, We may charge You for costs incurred by Us.

Claiming service credits and Our liability to You

To request **service credits**, You must claim in writing via Your Virgin Media Business Account Manager within 3 months from the date of the relevant event. If You do not claim **service credits** within such period You will be deemed to have waived the applicable **service credits**.

You agree that **service credits** shall be Your sole and exclusive financial remedy for Our failure to meet **service levels**. **Service credits** payable shall relate to the monthly rental of the **service** that is the subject of the **fault**.

Notwithstanding any provisions in the agreement to the contrary in no event shall the total amount of **service credits** payable to You in any calendar year for the affected **service** exceed 10% of the total of the annual rental for that affected **service** nor shall the amount of **service credits** payable to You in any month exceed 10% the total of that month's rental for the affected **service**.

Service planned outage

Except in an emergency or in circumstances beyond Our control, We will endeavour to give You as much notice as We are able to give (but in any event not less than four (4) Working Days) of any **planned outage** which will affect the availability of the **service**. Such notice will include:

- (a) a brief description of the **planned outage**;
- (b) date and time of the **planned outage**; and
- (c) estimated duration of the **planned outage**.

Such notice will be given by way of letter or via email. However, in the case of an emergency, We may give You a shorter notice by way of a telephone call.

Reporting a fault

You must comply with any fault reporting format as advised by Us from time to time for the reporting of **faults**.

For the avoidance of doubt, if there is a dispute on any fault commencement or duration, the records of the fault management system at Our Technical Support Centre shall be final.

Any **faults** or suspected **faults** on the **services** must be reported to Our Technical Support Centre on **0800 052 0800** (followed by your PIN, if supplied).

You shall identify to Us the individuals who shall have authority to report **faults (authorised individuals)**. Any replacement **authorised individuals** shall be notified to Us in writing.

In Our Commitment to You, Our internal escalation procedure is for information only and You will not have any direct contact with any of such personnel

Thanks for your business – we're looking forward to working with you. If you have any questions, we'd love to hear from you. Please call our Customer Services team on 0800 052 0800.