



Introduction

This document outlines the customer support processes and escalation paths for Urban IT Solutions, Urban Connect customers. The document focuses on provisioning and fault management functions as well as service availability for our services.

Overview of Customer Contact

Our provisioning/operations team provide the following services:

- Proposal and quotation production
- Order management and provisioning
- Mobile activation
- Invoices and billing

Our technical team provide the following services:

- Fault and provisioning support for our products
- The diagnosis, logging and monitoring of any faults – including confirming resolution with customers
- Hosted Voice Configuration
- Mobile bar setting

Opening Hours

Unless otherwise specified within a contract our opening hours are 8am – 5pm

Escalation Path

Operations

Operations Team	Level 1
Managing Director	Level 2

Technical Services

Technical Team	Level 1
Head of Technical Services	Level 2
Managing Director	Level 3

Processes

Provisioning Process

Orders should be placed with the Operations Team. The Operations team will own the order through to successful provision and will keep the customer informed throughout the process.

Fault Reporting Process

All faults should be reported via telephone or email to Technical Service Desk Team. The Technical Service Desk Team may require examples to fully diagnose a fault. Examples should be as descriptive as possible, including time and date or affected calls as well as both calling party details.

We aim to resolve as many faults as possible at first point of contact and we will also aim to update customers daily while a fault is open.

Mobile Lost and Stolen Process

If an end user has their mobile device lost or stolen, they should contact us as usual on 03300 948 770.

All instructions to bar the sim should be placed with us verbally rather than via email, text or other messaging service. Upon receipt of instructions, the sim and/or the device will be barred for all usage unless it is felt that the ability to continue to allow inbound calls only is deemed as helpful in the recovery of the device. Please note that the end user is able to place a bar however only authorised personnel on the Customer account can request a bar to be lifted.

Service Levels

Order provisioning service level guidelines

All stated timelines are from the receipt of a fully validated customer requirements form and service agreement; they exclude any activity that requires site survey, non-gold addresses or installations that require additional line plant. Timelines are subject to network provider engineering availability. Failure to meet the guidelines below will not result in any financial compensation or liability and should be used as a guideline when considering the appropriate product for your business, particularly if time is of the essence. All timelines are stated in working days.

Product	Order type	Target Provision Timeline
Assured		10 days
Broadband (standard)		10 days
Converged Broadband		10 days
Converged Private Networks - Third party connectivity		Within 30 working days
Converged Private Networks Point to Point	Fibre 100 Mbps or 1 Gbps	Within 60 days but can be up to 90 working days depending on network provider.
Ethernet	Fibre Ethernet up to 100Mb	Within 60 working days but can be up to 80 working days depending on network provider.
Ethernet	Fibre Ethernet up to 1Gb	Within 80 working days but can be up to 90 working days depending on network provider.
Ethernet	Copper Ethernet (EFM)	Within 30 working days but can be up to 90 working days depending on internet provider.
Ethernet	Fibre to the Cabinet (FTTC)	Within 20 working days (Note: this assumes that the analogue line is installed and free of relevant conflicting services)
Ethernet Point to Point	Fibre 100 Mbps or 1 Gbps	60 days but can be 90 days depending on the internet provider
Hosted Voice	Delivery of handsets	5 days <i>(subject to completed site survey, access provision, access stabilisation and agreed installation date)</i>
International Numbers		Dependent upon number type and country, up to 120 days on a best endeavours basis

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International SIP Trunks	Dedicated IP Virtual Private Network (VPN) connection (on-net) - connected premises	Up to 32 working days dependent upon the network type.
Line Rental	Analogue installation	5 days
Line Rental	Analogue with simultaneous broadband installation	7 days
Line Rental	ISDN 2 installation	10 days
Line Rental	ISDN 30 installation	20 days
Mobile	New connection /SIM Supply	2 days
Mobile	Porting using a standard PAC code	2 days
Mobile	Porting using a bulk PAC code	10 days
Number Porting	Single numbers	4 – 7 days (maximum lead times shown, dependent on current Communications Provider)
Number Porting	Multiline (no DDIs)	7 – 25 days (maximum lead times shown, dependent on current Communications Provider)
Outbound calls	Calls only	10 days
UK SIP Trunks		2 days

- Service levels may be dependent upon customer availability and porting restrictions
- The delivery lead time for International SIP delivered over another service (converged connection) is additional to the lead time for the service itself.
- The target timeline excludes the time to complete number porting, if number porting is required and the target for Internet Access Service and third-party Internet does not include International SIP service activation.

Faults

Please note that the following table excludes service requests and assumes that the incident has been successfully reported by telephone or email to our service desk team.

Faults Telephone Number: 03300 948 770

Faults Email Address: support@urbanitsolutions.co.uk

The faults services are split into two keys areas, those controlled by Urban IT Solutions and those controlled by the network providers.

In the first instance you fault will be logged with our service desk team who will action your request as soon as your call is logged with one of our service engineers or within 2hours of receipt of email should you choose that method of communication.

Our network providers publish the following service levels for fault resolution.

For faults where the network provider needs to involve any external suppliers, the following Service Levels may not apply, although the target resolution timeline will still be their aim. Failure to meet the guidelines below will not result in any financial compensation.

Product	Priority/Care Level	Target Resolution Timeline
Assured Broadband	Business or Enhanced Care	This option operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays). We will respond to a fault within 5 clock hours of receipt of the fault report and will clear the fault within 22 clock hours
Broadband	Standard care	Faults will be actioned during business hours only. For faults reported before 4pm, the fault will be fixed within 48 clock hours.
Broadband	Business or Enhanced Care	This option operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays).

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		We will respond to a fault within 5 clock hours of receipt of the fault report and will clear the fault within 22 clock hours of receipt of the fault report.
Converged Broadband	Business or Enhanced Care <i>Note for FTTC Converged - the underlying analogue line has a separate service level agreement</i>	This option operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays). We will respond to a fault within 5 clock hours of receipt of the fault report and will clear the fault within 22 clock hours of receipt of the fault report.
Converged Private Networks	Single broadband or FTTC broadband access	22 clock hours (Enhanced care) 42 clock hours (Standard care)
Converged Private Networks	Single copper Ethernet access	8 clock hours
Converged Private Networks	Single fibre Ethernet access	6 clock hours
Converged Private Networks	Ethernet with broadband or FTTC Broadband backup access	6 clock hours
Converged Private Networks	Dual Ethernet access	4 clock hours
Converged Private Networks	Point to Point access	6 clock hours
Converged Private Networks Firewall	Priority 1 (High) <i>service unavailable, significant affect to customer's business, significant risk to customer's data security</i>	4 clock hours
Converged Private Networks Firewall	Priority 2 (Medium) <i>minor problem in operation, not significant business or security risk</i>	1 working day
Converged Private Networks Firewall	Priority 3 (Low) <i>no business or security risk</i>	3 working days
Converged Private Networks Router Support	Onsite engineer support and replacement service	4 hours from acceptance of the router fault
Ethernet (Fibre)	Priority 1 <i>total loss of service **</i>	6 clock hours (from a validated fault).
Ethernet (EFM)	Priority 1 <i>total loss of service **</i>	8 clock hours (from a validated fault).
Ethernet (FTTC)	Priority 1 <i>total loss of service - note that the underlying analogue line has a separate service level agreement **</i>	8 clock hours (from a validated fault).
Ethernet - Fibre, EFM and FTTC	Priority 2 <i>service is available but either reduced functionality or degradation is creating significant business impact **</i> <i>Note for FTTC - the underlying analogue line has a separate service level agreement</i>	1 working day
Ethernet - Fibre, EFM and FTTC	Priority 3 <i>service is available but either reduced functionality or degradation is being experienced without significant business impact **</i> <i>Note for FTTC – the fault response time begins from confirmation that the fault is not the result of the underlying line. Please note that the underlying analogue line has a separate service level agreement</i>	3 working days
Hosted Voice platform	Critical Fault <i>Loss of service. Multiple services affected</i>	4 clock hours
Hosted Voice platform	High <i>Loss of service - single customer or service</i>	8 clock hours
Hosted Voice platform	Medium <i>Disrupted service</i>	3 working days
Hosted Voice platform	Low	7 working days

CUSTOMER SUPPORT PLAN



	<i>Single number destinations or Quality of Service</i>	
International Numbers	Outage <i>Complete inability to complete or receive calls</i>	6 hours *
International Numbers	Degraded <i>partial use of service, inability to complete to – or receive calls from – a specific area and/or number (range)</i> <i>Multiple occurrences of quality issues (like one way audio, noise of call cut out)</i> <i>For destination related problems, the customer must report at least 3 numbers within the same destination area</i>	24 hours*
International Numbers	Service risk <i>quality issues with any risk on service performance</i> <i>Single access number problem</i>	End of next working day *
International Numbers	Assist request <i>any assistance where the customer requests assistance in testing their equipment of verifying connectivity.</i> <i>Customer queries relating to notification of maintenance</i>	48 hours *
Line rental	Care level 1	Close of play next working day +1, Mon - Fri
Line rental	Care level 2	Clear by end of next working day Mon – Sat
Line rental	Care level 2+	Clear by end of next working day Mon – Sat
Line rental	Care level 3	Cleared within 24 hours Mon – Sun including holidays
Line rental	Care level 4	6-hour repair, 24 hours a day 365 days per year
Mobile	Network fault	10 working days
Mobile	SIM Swap	Next working day swap out
Mobile	Service request	5 days
Outbound calls	Calls only	2 days
Outbound calls	Line rental and calls	Dependant on care level
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - on-net	4 clock hours
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - off-net	8 clock hours
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - fibre Ultra Low Loss (ULL)	8 clock hours ***
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - premium DSL	8 clock hours ***
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - business DSL	12 clock hours ****
International SIP Trunks	Dedicated connection – IP VPN or Ethernet Private Network - standard DSL	24 clock hours ****
UK SIP trunks	Critical Fault <i>Loss of service. Multiple services affected</i>	4 clock hours
UK SIP trunks	High <i>Loss of service - single customer or service</i>	8 clock hours
UK SIP trunks	Medium <i>Disrupted service</i>	3 working days
UK SIP trunks	Low	7 working days



	Single number destinations or Quality of Service	
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* Target resolution timeline for International Numbers is measured from the point where a fault ticket is raised on a reported fault by Urban IT Solutions to the network provider. For fault tickets raised outside of office hours in the country where the service is provided, the measurement will commence at the start of the following business day. Where a fault is identified as being on a Local Operator's Network, the network provider will use its reasonable efforts to liaise with the local operator to achieve service restoration. Please note that times to restore service are best efforts and not guaranteed.

** Where a backup Ethernet service is taken, and in the unlikely event that both the primary and secondary services are not working, the focus will be to get the primary link back into service. Effort will therefore be applied to this and not to fixing the secondary service. The broadband backup circuit comes with a Standard Care level of support.

*** the timeline applies to components provided by the network provider, such as DSL access equipment and modems. Except for France, Belgium and Business DSL services in Italy, the network provider cannot guarantee the timeline for any faults or outages caused by a malfunction in any third party-provided copper line. For Fibre Ultra Low Loss (ULL) in France and premium DSL in France and Belgium, the timeline is 4 clock hours.

****the timeline applies to components provided by the network provider, such as DSL access equipment and modems. Except for France, Belgium and Business DSL services in Italy, the network provider cannot guarantee the timeline for any faults or outages caused by a malfunction in any third party-provided copper line.

Please note that clock hours run during the time in which the fault is within the network provider's control. Where a fault is with the customer for further action, the clock stops and will restart when details are confirmed back to the network provider via Urban IT Solutions.

- Start Time means the time a fault has been validated and categorised
- Stop Time means the time a fault has been resolved
- Parked Time means the time during which the resolution of a fault is outside of the Network Providers control

All resolution timescales are based on the delivery of either full resolution or workaround and any issue requiring significant product development will follow standard service request principles. All timelines are in working days.

Our responsibility to your reported faults

You have our assurances that we will manage the communication between you and the network provider throughout the duration of the fault; ensuing that regular updates are provided to you and any necessary escalation paths are taken.

Service Availability

IP Voice Products – Hosted Voice, Inbound, and UK SIP Trunks

The Network Providers publish the following service availability for our Hosted Voice, Inbound and UK SIP trunks products.

Service Availability is defined as the ability of a Service to perform its required function over a stated period of time. It is reported as the percentage of time that a Service is actually available for use by the customer within agreed Service Hours.

Availability is calculated as:

$$\frac{\text{Total number of minutes in the measurement period} - \text{Unplanned Downtime}}{\text{Total number of minutes in the measurement period}} \times 100$$

Note: If a Service is partially available then the Unplanned Downtime shall be calculated in equal proportion i.e. if a service is 50% available then the unplanned downtime will be calculated as 50% x elapsed period of the incident.

Availability Measurement Period: 1 Calendar month

Target availability for each service components is as follows:

Service	Core Service (1)	Non-Core Service (2)
Hosted Voice Auto Attendant, Call Recording, and Unified Messaging subscriptions		99.0%
Hosted Voice Graphical User Interface (GUI)		99.0%
Hosted Voice user subscriptions	99.5%	
Inbound and Business Continuity call management platform	99.99%	
Inbound and Business Continuity end user portal		99.91%
UK SIP Trunk Endpoint Resilient Build (3)	99.99%	99.50%
UK SIP Trunk Endpoint Standard Build	99.95%	99.50%

Notes related to Service Availability:

(1) Core functions are defined as Network Provider Switching infrastructure, transmission equipment and core network, the service that supports call routing and termination.

(2) Non-Core functions include Network Provider Support Systems, access to any relevant portals and feature based services such as Call Plans, call diverts, Auto Attendant, Call Recording, and Unified Messaging

(3) A Resilient build SIP Trunking means the Network Provider Business Communications approved configuration such as dual Session Border Controllers in active/standby mode offering geographic diversity.

Please note the Service Availability and other measures with the SLA relate to the core SIP trunking and Hosted Voice services and do not include access or local CPE elements.

The following shall not be included when calculating the Service Levels:

- Outages which are deemed by us to be the result of matters outside of its direct control
- Planned or notified emergency maintenance works
- User error

IP Voice Products – International SIP trunks

The Network Provider publishes end-to-end service availability and the calculation is based upon the number of recorded service-affecting faults per service logged by us within the given Service Measurement Period. If the performance level in respect of the service falls below the levels set out below, then service credits may be claimed.

The following target levels apply to the International SIP service.

Service Availability

Service Access	Target Service Availability (%)	
	Dedicated connection	Dedicated connection (dual homed)
On-net	99.9%	99.95%
Off-net	99.85%	99.9%
Fibre Ultra Low Loss	99.85%	99.9%
Premium DSL	99.85%	99.9%
Business DSL	99.8%	N/A
Standard DSL	98.5%	N/A
International SIP platform only		99.99%

The service availability applies to components provided by the Network Provider (such as DSL access equipment and modems, however, except for France, Belgium and business DSL services in Italy, the service availability does not apply to faults or outages caused by a malfunction in any third party-provided copper line.

The target service availability for the International SIP platform applies only if your service consists of the International SIP platform and does not include a dedicated connection. Periods of unavailability caused by faults on your separate data service will not be included in the service availability calculation for the International SIP platform.

Packet Loss

Packet loss ratio is defined as the number of IP packets which fail to be successfully conveyed from the customer interface to the international SIP access platform across the dedicated access connection, divided by the total number of IP packets transmitted over a calendar month.

Access Tier	Target Packet Loss Ratio
On-Net, Off-Net, Fibre Ultra Low Loss and Premium DSL	1 in 106
Business and Standard DSL	1 in 103

Round Trip Delays

A round trip delay (RTD) is the time taken for a 32-byte packet to traverse from network termination point to service platform and back to network termination point. Round trip delays are calculated as an average over a calendar month.

Access Tier	Round trip delay (RTD) /ms
On-net, off-net, Fibre Ultra Low Loss and Premium DSL	< 50ms
Business and standard DSL	< 90ms

Jitter

Jitter is the variation in arrival times for 32-byte packets which have taken the same path from the International SIP service platform to the customer premises. Average jitter is calculated over a calendar month.

Access Tier	Jitter Levels
On-net, off-net, Fibre Ultra Low Loss and Premium DSL	< 10ms
Business and standard DSL	< 20ms

Please see the International SIP Service Description for more information on service assurance and definitions.

Assured and Converged Broadband Products

The Network Provider provides a service availability of 99.95% on Assured and Converged Broadband products.

Service availability relates to the service from the local exchange back to and including our network. The availability is measured over a 3-month period and excludes planned or emergency maintenance.

Please note the service availability measure specifically excludes the local loop to the end customer's premise where we would recommend you take out an appropriate level of care from your line rental provider.

The following target levels apply to the IP telephony element of the Assured and Converged Broadband services.

Round Trip Delay



The target level for Round Trip Delay (also known as Round Trip Latency) is <80ms. Round Trip Delay is measured for packets sent from the Network Provider’s core network to the customer router and then back again. 10 x 200 byte ICMP packets are sent every 2 minutes.

Jitter

The target level for Jitter is < 45ms. For voice to be intelligible, consecutive voice packets must arrive at regular intervals. Jitter describes the degree of variability in packet arrivals which can be caused by bursts of data traffic or just too much traffic on the line.

Packet Loss

The target level for Packet Loss is <2%. Packet loss is measured in terms of packet delivery and is defined as the percentage of packets sent that reach their destination within a certain time. Packet loss is a common occurrence in data networks but devices or applications are designed to simply request a retransmission of lost packets. Voice traffic can tolerate no more than a 3% loss of packets before caller’s experience disconcerting gaps in conversation.

Ethernet Services

The Ethernet Service can be used to deliver internet access or IP telephony services. Different network architectures are used to deliver each of these services.

Service Availability

Primary Access Service	Secondary Access Service	Availability % (Internet Only)	Availability % (inc. SIP Trunks)
Ethernet	None	99.90%	99.94%
Ethernet	Broadband	99.93%	99.97%
Ethernet	Ethernet	99.99%	99.99%

The following shall not be included when calculating the above service level(s):

- Outages or delays which are deemed by us to be the result of matters outside its direct control
- Outages or delays which are because of a WLR3 fault that affects the availability of the FTTC Ethernet service
- Planned or notified maintenance whether in response to an emergency or otherwise

Availability is calculated as:

$$\frac{\text{Total number of minutes in the measurement period} - \text{Unplanned Downtime}}{\text{Total number of minutes in the measurement period}} \times 100$$

Performance

The performance measures below are for the end-to-end primary Ethernet service, from the Network Provider’s core network (source) to the service demarcation point.

Latency (Source to Destination)	<30ms
Packet Loss	<0.2%
Jitter (Source to Destination)	<8ms

Latency figures will only be provided for components on our network i.e. between the router and our network and under our control.

Please note the exceptions from service performance that are detailed within the Ethernet Service Description.

Converged Private Networks Services

The Network Provider will use reasonable endeavours to comply with the service levels set out in this section, but these levels are target service levels only and the Network Provider has no liability for any failure to meet them except as set out in this section.

Service Availability

Different network architectures are used to deliver each of these services and will be delivered and measured to the following target availability;

Total Service Availability of:	Target Availability
Single broadband / FTTC sites	98.50%
Single Copper Ethernet sites	99.90%
Single Fibre Ethernet sites	99.90%
Ethernet with broadband backup sites	99.93%
Dual Ethernet site	99.99%
Point to Point	99.90%

Performance Quality

The performance measures below are for the end-to-end primary access service, from the Network Provider core network (source) to the service demarcation point:

Network Metrics	Description	Target
Latency	Monthly average of end to end latency	< 15ms
Jitter	Monthly average of Jitter	< 5ms
Packet Loss	Monthly average of Packet Loss	< 0.1%