**OptaNet leased line features at a glance**

|  |  |
| --- | --- |
| * 100% target service availability
* Service credits delivered on downtime
* 24/7 support, 365 days a year
* 60 day target installation time
* UK based support team
* 30 min target response time
* 5 hour target fix time
 | * Pro-active network monitoring
* Fully un-contended (1:1)
* Bandwidth flexibility (within bearer)
* No fair usage policy and totally unlimited
* Client, project and issue accountability
* Highly skilled technicians
 |

If you have any comments or observations about our performance and the service we provide you should contact our Managing Director, David Elliott, on 0203 475 3611 or email david@optanet.com

During active service, OptaNet have a 100% target uptime service level for all leased line/ Ethernet circuit products when in conjunction with a backup product and considered as a whole.

As part of the service OptaNet are proud to offer a pro-active monitoring service. Our teams are alerted to any downtime that you may encounter during the term of the contract. This means that in the event of any problems detected on your circuit, OptaNet will, with best endeavours, be able to notify a named member of the customer’s staff of such issues via a call, SMS or email.

Our office is UK based and we encourage ownership within the company, rather than passing your issue from person to person and department to department.

OptaNet leased line features in detail

Z

**100% target service availability**

When a leased line and backup service is taken, then OptaNet will provide a 100% SLA for the solution as a whole. Otherwise a 99.99% uptime is provided. OptaNet agrees to provide a solution whereby should one circuit fail, then the backup line will be activated immediately. Should the secondary (backup) circuit fail to engage within 1 clock hour, then additional service unavailability penalties will apply. In no event will SLA credits in any calendar month exceed 100% of the total MRCs payable by customer for the service in that month.



Service credits delivered on downtime

|  |  |
| --- | --- |
| Total service unavailability | Credit |
| Less than 1 clock hour | 0% of MRC |
| 1 – 6 clock hours | 5% of MRC |
| 7 – 24 clock hours | 10% of MRC |
| 25 clock hours and above | 20% of MRC |



**60-day installation**

We endeavour to install all Ethernet leased lines within 60 days after the survey has taken place. Where a third party is involved, we pro-actively chase and get notifications on any delays that may happen that are out of our control. You will receive key milestones communications throughout the project. You will always be notified if this will ever be the case. GEA, EFM and wireless leased lines have a maximum of a 20-day target install time.



**30-minute target response time**

Although fix times are very important, it is also imperative that your request is actioned quickly so it can be processed, and a technician is aware of it. We monitor your network so we may even be calling you, but should you contact us we aim to get back to any issues within one hour of the call, email or SMS being sent. We will then keep you informed of the situation until the fix has been delivered.



**5-hour target fix time**

Once we have received an issue, we aim to deliver a fix within five hours. As we monitor your network from our office, we are often aware of issues before our clients and may already be working on a fix. If a call out is required, the 5-hour fix time is still part of this target.



**Highly skilled technicians**

Our technicians have been working in the industry since the internet began. They have delivered solutions for some of the worlds’ largest companies and can be relied upon, not just to fix issues when they arise, but they can also pre-empt certain issues based on factors they have to hand. We work in a pro-active and an engaged environment, not a reactive one. You will get a named technician.



**Pro-active monitoring**

From our UK office we can see on large screen all of our client networks. Each client has their own area where we can monitor performance and call our clients should we have any concerns about their performance. Should any network fail we will be alerted with an audible alarm and the Support Team Manager will receive an SMS with details to quickly address them.



**Fully un-contended (1:1)**

We offer our leased line products as fully un-contended providing you with the best possible performance. When leased lines are shared on a business park, industrial estate or multi-tenanted building, each client will be dealt with on an individual basis and will continue to receive the same un-contended service as if they signed up to the leased line on their own.

.

**Bandwidth flexibility**

We offer Ethernet leased line on the following bearers; 100Mb, 1Gb and 10Gb. When you have signed up to a service with OptaNet you can quickly and easily upgrade your bandwidth within the same bearer. If you are sharing your leased line with other businesses such as on a business park or multi-tenanted building, you will be notified of the bandwidth availability to you before you sign with us.



**Totally unlimited**

All our leased lines come with a totally unlimited data allowance. We do not add any fair usage policies or traffic management that could impact your business. When you sign up with OptaNet, totally unlimited means totally unlimited. If you are on a shared leased line with others on a business park or multi-tenanted building, none of the companies will have a policy imposed upon them.



**24/7 support, 365 days a year**

Our office is UK based and we encourage ownership within the company, rather than passing your issue from person to person and department to department. We provide office numbers and emergency mobile contact numbers to clients.

**FAQs & Basic Support**

Our website www.optanet.com contains answers to frequently asked questions and you can raise a request for service. You will find good information at the website, but you can and should contact us directly if you have any doubt about your service and its operation or you need to raise a high priority support request.

Please also contact your account manager, OptaNet office or support and any one of these will be able to help with any questions you may have.

**Business Service Level and Support Operating Hours**

Business Service Level and Support Operating Hours (“operating hours”) are from 8:30am to 5:30pm Monday to Friday and excluding Bank holidays.

Emergency support is available 24×7. You must raise such issues via telephone. Faults reported by email or other means may not be allocated to a support engineer in an appropriate timescale to provide the desired level of response.

We endeavour to answer all incoming phone calls quickly. In the event that all the Service Team members are busy we will ask you to leave a message outlining your issue.

**Reporting a Fault**

Please call 0203 475 3612 immediately for technical support. Or you may email requests for service/support to support@optanet.com

Be prepared with the following:

* Company name and your name
* Your telephone number
* Site address where the fault is
* Circuit number (if known)
* Description of the problem
* What happened prior to the fault?

Through our pro-active monitoring you may well find that we are looking into an issue before you report it to us.

**Problem resolution**

OptaNet’s target to repair all logical faults on leased lines is 5 clock hours. Logical faults are those relating to any equipment, either the CPE provided by OptaNet as part of the managed service, or Network Termination Equipment (NTE) within the carriers network.

Where there is a physical fault, which relates to fibre, copper wire, or other hardware fault, then the target time to resolve is within 24-48 clock hours.

Service availability is a measure of the relative amount of time a circuit is available for customer use during a given calendar month. ‘Service unavailability’ is defined as any period for which the service is unavailable, and is measured from the time:

(a) That the customer reports service unavailability to OptaNet, and opens a support ticket (customer must obtain a reference number for their call – this is automatically given with email logged calls), until the time;

(b) That OptaNet advises the customer that the service is restored and operating in accordance with agreed specifications, and OptaNet closes the support ticket. Any periods of time during which a support ticket is kept open at customer’s request following notification by OptaNet that service has been restored, is not included in measuring the duration of a period of service unavailability

**When a leased line and backup services are taken, then OptaNet will provide a 100% SLA for the solution as a whole.** OptaNet agrees to provide a solution whereby should one circuit fail, then the backup line will be activated automatically. Should the secondary (backup) circuit fail to engage within 1 clock hour, then additional service unavailability penalties will apply. Where backup is provided, and both the primary and backup fail, then OptaNet will pay service credits as mentioned above. Exceptions are for when the backup service fails due to reasons beyond OptaNet’s control. Such reasons can be, but are not limited to; third party activity, network failure outside of OptaNet and their supplier’s networks, power cuts, atmospheric and weather induced problems, natural disasters, or Act of God.

**Your Responsibilities**

OptaNet believe that for an SLA to be successful, the customer must recognise their responsibilities as outlined below. You, the Customer, will :

* Provide a stable operating environment for the installed equipment (mains power, temperature conditions, racking (3U required per line), etc.);
* define the IP addressing arrangements on your Local Area Network (LAN);
* define an appropriate security policy;
* agree and update OptaNet with nominated representatives from your organisation who are entitled to contact OptaNet and receive support from us;
* OptaNet reserves the right to refuse support to unauthorised contacts;
* keep OptaNet site details up to date;
* raise fault reports through the appropriate channels and with the required information;
* undertake basic troubleshooting at our request;
* provide access to site and equipment as required;
* Adhere to the service Acceptable Use Policy.

**Making a Claim**

A claim should be made in any month where there are one or more incidents where the agreed service restoration target was not met. A claim should be made in writing to your accounts@support.com and cite your detailed reasons in full. The deadline for making a claim is 5 working days after the end of the month for which credit is requested.

You are not entitled to a credit if you are in breach of our contractual agreement.

Our Directors will review any incident you raise.

**Our Responsibilities**

Our fundamental responsibility is to provide you with an enterprise-class communications technology and the highest level of customer service as described in this SLA and your contract with us.

OptaNet is specifically responsible for :

* the Internet Access Platform;
* internet peering relationships;
* the customer circuit(s) to the Platform;
* public IP address leasing from within our address block;
* reverse DNS for the IP address range;
* provision of a helpdesk for call handling;
* Fault resolution and escalation.

We will contact you once the service is installed and check that you are happy with the service and all is working well. We refer to this process as ‘On-Boarding’.

In the event of technical matters, we will endeavour to provide you with one technical contact to address your issue. Where necessary we will escalate your issue to other technical specialists.

We will assign your business to a Account Manager with whom you can discuss any aspects of the service and your requirements.

We will prioritise and endeavour to resolve any issues you raise with the Service within our target resolution times wherever possible. Please recognise that we have to prioritise all customer issues in order to address the most critical problems first.

Should you choose to leave OptaNet we will make your departure as smooth as possible and continue to support you until the end of the contracted term and assist where possible with account closure and service transfer.

The following points should be read in conjunction with our published Terms and Conditions (see www.optanet.com/optanet-terms-conditions-version-2) This SLA may also be varied from time to time.