

## INTEGER IT & TELECOM SERVICES LIMITED – Service Level Agreement

### Purpose

This document provides details of our fault and configuration request service arrangements.

Included in this document is the incident reporting procedure, Service Level Targets (SLT) and escalation process.

### Service Description

#### The service you can expect

At Integer IT & Telecom we pride ourselves on having a knowledgeable, dedicated customer care team who you can rely on.

From the moment you join us, we are dedicated to providing the most efficient, seamless support packages that work for you and your business.

Our service level agreements will always ensure you know what to expect – a telephone call answered by an expert not an answerphone.

Integer IT & Telecom aims to be the best in the industry - to provide a complete technology solution and ongoing support to ensure your business stays connected. Our helpdesk is not only available to resolve any issues that arise, but also to prevent many issues through monitoring and maintenance – providing a more proactive approach to support. The helpdesk is also available as a live technical reference for questions and answers, not just for support when things go wrong.

Using remote access technology, we can respond immediately to questions or issues – within seconds we can see what you see and take over control of your keyboard and mouse. We also strive to offer a more proactive service through careful monitoring of your systems. This way we hope to prevent most problems occurring in the first place – saving us time in resolving what ultimately become larger problems, but also ensuring you can get the most out of your working day.

You won't ever speak to someone who does not care wholeheartedly. Any help and support you need with your IT or telephony systems and equipment is covered. We're there for the day-to-day care whenever you need us.

### What is included

- Unlimited telephone support
- Unlimited remote support
- Onsite support
- Remote Monitoring
- Server management & maintenance
- Ongoing computer maintenance
- Support for printers & networking equipment/devices
- Backup management
- Annual system audit and security assessment

### Hours of the day support is available

Our standard support contracts operate from Monday-Friday, 9:00am – 5:00pm.

## Should you need any help don't hesitate to ask.

If you require any support from our team,  
rest assured that we are always available  
and happy to assist

**Contact Number—02920 811488**

**Support Email—[support@integerltd.com](mailto:support@integerltd.com)**

**Account Management or Sales—[sales@integerltd.com](mailto:sales@integerltd.com)**

**Billing—[billing@integerltd.com](mailto:billing@integerltd.com)**

**Open Monday to Friday 9am to 5pm**

### Out of hours support

Our monitoring system operates 24/7/365 and will use policies and profiles that are assigned to your business to automatically restart services should it need to however, as intelligent as the systems are, we understand that sometimes you'll be working late and you may need human assistance that is critical to the operation of your business. A 24/7 support contract can be purchased at an additional cost – please speak to your client relations manager if you would like 24/7 support.

### Key contact info

**Helpdesk** – for all technical queries, issues or requests

support@integerltd.com

02920 811488

**Client Relations** – for all queries relation to your account

sales@integerltd.com

02920 811488

### System and service monitoring

Integer IT & Telecom's professional automation system checks client computers, servers, routers and printers at intervals as often as every minute. Through a console available to each technician, many potential problems can be easily identified – even before they are noticed by the user. Monitoring includes memory usage, disk space monitoring, antivirus status and much more. We have always aimed to be more proactive than reactive – preventing most problems from occurring in the first place.

### Performance

Where possible, a request will be resolved within the initial contact however this is not always possible depending on volume of calls, tickets and scheduled workload. Therefore each request will be triaged and given a priority level. We classify tickets into 4 categories and depending on the product of where the issue lies will depend on the service level attached.

Below provides further details on how we categorize tickets into priorities and the relevant **Time To Respond** and Time To Fix per product group.

Priority Level	Impact	Description
Priority 1 - Critical	Company Wide – all users affected	A business critical system is down or there is a critical impact to the customers business operations
Priority 2 - High	Multiple Users Affected	Operational performance of the system is impaired whilst business critical functions remain available
Priority 3 - Medium	Single User Affected	There is little or no impact to the customers business operations however a fault has been identified
Priority 4 - Low	Change Requested	Customer requires information or assistance on product capabilities or configuration to an existing service

### Target times

The below tables detail the Target time to respond, restore and resolve per product category.

**Response:** The time from creation of a ticket until contacted by Integer IT & Telecom or its Authorised Provider.

**Restoration:** The time from creation of ticket until the Company or its Authorised Provider have restored the Services. If the problem cannot be immediately resolved, the Company or its Authorised Provider may provide a work around until the problem can be resolved.

**Resolution:** The time from the creation of a ticket until the Company or its Authorised Provider have a full fix to the issue.

IT Services					
		Target Times			
Level	Category	Response	Restoration	Resolution	Measurement Period
Priority 1	Critical	15 mins	< 4 Hours	< 24 Hours	Mon - Fri (09:00 - 17:00)
Priority 2	High	30 mins	< 8 Hours	< 48 Hours	Mon - Fri (09:00 - 17:00)
Priority 3	Medium	1 Hour	< 16 Hours	< 72 Hours	Mon - Fri (09:00 - 17:00)
Priority 4	Low	4 Hours	< 32 Hours	< 96 Hours	Mon - Fri (09:00 - 17:00)

Telephony Services (Excluding broadband)					
		Target Times			
Level	Category	Response	Restoration	Resolution	Measurement Period
Priority 1	Critical	15 mins	< 8 Hours	< 24 Hours	Mon - Fri (09:00 - 17:00)
Priority 2	High	30 mins	< 12 Hours	< 48 Hours	Mon - Fri (09:00 - 17:00)
Priority 3	Medium	1 Hour	< 16 Hours	< 72 Hours	Mon - Fri (09:00 - 17:00)
Priority 4	Low	4 Hours	< 32 Hours	< 96 Hours	Mon - Fri (09:00 - 17:00)

Broadband Services					
		Target Times			
Level	Category	Response	Restoration	Resolution	Measurement Period
Priority 1	Critical	15 mins	< 16 Hours	< 24 Hours	Mon - Fri (09:00 - 17:00)
Priority 2	High	30 mins	< 24 Hours	< 48 Hours	Mon - Fri (09:00 - 17:00)
Priority 3	Medium	1 Hour	< 36 Hours	< 72 Hours	Mon - Fri (09:00 - 17:00)
Priority 4	Low	4 Hours	< 48 Hours	< 96 Hours	Mon - Fri (09:00 - 17:00)

Ethernet Circuit Services					
		Target Times			
Level	Category	Response	Restoration	Resolution	Measurement Period
Priority 1	Critical	15 mins	< 4 Hours	< 16 Hours	Mon - Fri (09:00 - 17:00)
Priority 2	High	30 mins	< 8 Hours	< 24 Hours	Mon - Fri (09:00 - 17:00)
Priority 3	Medium	1 Hour	< 16 Hours	< 48 Hours	Mon - Fri (09:00 - 17:00)
Priority 4	Low	4 Hours	< 24 Hours	< 72 Hours	Mon - Fri (09:00 - 17:00)

Target Time To Fix times can be affected and subject to 3rd party Service Level Agreement terms and conditions. Target fix times run during the time where the fault is in Integer IT & Telecom's control. Where a site visit is required, Service targets can further be affected by engineering availability depending on customer location.

Integer IT & Telecom or its Authorised Provider shall use reasonable endeavors to provide a solution within the above target timeframes.

For Priority 1, Critical Outage and Priority 2, Major Impact issues, Integer IT & Telecom or its Authorised Provider will aim to provide a temporary solution to temporarily fix the fault with the Service while a permanent solution is developed.

To meet these goals, at the request of the Company or its Authorised Provider the Customer shall ensure that its personnel are onsite and that remote access to the Service, or affected product or system is available to allow remote diagnostics and maintenance.

The Service Levels shall only apply to faults traced to Integer IT & Telecom or its Authorised Provider's Service platform and not to Customer Premise Equipment and Customer network related faults.

It is technically impracticable to provide a fault free Service and we do not undertake to do so.

### **Fault Reporting**

All faults and configuration requests should be reported by telephone, email, portal or live chat.

Each communication method will follow the same internal procedures and will not be given preferential treatment based on which tool you decide to use to communicate with us.

When the incident is resolved, changes completed, and/or the questions answered, the customer will be further updated, and Integer IT & Telecom Group will request acceptance to close the ticket. This may be in the form of an email communication where the ticket will remain open for a period of 5 days before it is closed automatically should no response be received.

### **Responsibilities**

The customer is responsible for the following

- Checking that the equipment is cabled and powered correctly, including: phones, routers, switches etc.
- Completing diagnostic checks when requested by an Integer IT & Telecom Group representative.
- Confirming that the incident or change request that was logged has been resolved

Integer IT & Telecom is responsible for the following

- Support provided via telephone, email, Live chat and the portal
- To provide instructional user guides and videos where applicable
- Issuing a Unique Reference Number for each new incident raised
- Monitoring each incident through to resolution and completion
- Providing updates on the status/progress as agreed with the customer
- Providing escalation as appropriate.

## Service Schedule

Precise details of what is covered should be clear on the Sales Order form, but as a general rule we will typically cover the following items, where supplied by Integer IT & Telecom:

- Internet Services
- Routers
- Wireless access points
- Cloud Telephony Services
- Handsets or soft clients
- Network Switches
- Analogue lines
- ISDN lines
- PCs and Laptops
- Servers
- Email Security
- Email Back up
- Files Back up and Recovery
- Microsoft Licencing
- Cabling/Infrastructure

Please note that the following devices/ situations are not covered under any support agreement with Integer IT & Telecom

- User Error
  - Damage due to accident, neglect, misuse by you or any other party, acts of God, failure or fluctuation of electrical power or causes other than ordinary use
  - The equipment being tampered with by you or any other party
  - Existing network cabling, patch-panels, sockets, racking, uninterruptable power supplies, non-maintainer supplied phones or any other equipment that have not been provided by Integer IT & Telecom.  
The wiring and connections between network connection points and any extension socket
- 
- Analogue devices
  - Extension sockets
  - PDQ machines
  - Third Party Alarm systems
  - Mains Electrics

For the avoidance of doubt, the Company as part of this Service is also not responsible for;

- Third party software, portals or integration
- Anything that is not part of the service agreement with Integer IT & Telecom

The following table gives definition to whether Integer IT & Telecom will support or manage a device/hardware and also details whether we would typically replace the hardware if it was to become faulty.

**Supported** – Reactive support with no ability to control or make changes to the device

**Managed** – Proactive support, fully monitored with the ability to make changes to the device

Item	Supported	Managed	Replacement Included
PC (Workstation)	Yes	Yes	No
Laptop	Yes	Yes	No
Server	Yes	Yes	No
Tablets	Yes	No	No
Printers	Yes	Yes	No
Scanners	Yes	Yes	No
Dictation and transcription devices	Yes	No	No
Consumable parts (batteries, toners)	Yes	No	No
PC Monitors	Yes	No	No
Telephone System / Hosted System	Yes	Yes	Yes (if maintained)
System Handsets	Yes	Yes	Yes (if maintained)
DECT Phones	Yes	Yes	Yes (if maintained)
Router	Yes	Yes	Yes (if maintained)
Network Switch	Yes	Yes	No
Access Point	Yes	Yes	Yes (if maintained)
Data Cabling	Yes	No	No
Mobile Phones	Yes	No	No
T.V's	Yes	Yes	No
Analogue devices (Single line Phones/3rd Party devices)	Yes	No	No
UPS inc Battery	Yes	No	No
Security Cameras	No	No	No

### Warranty

If your hardware is under warranty, Integer IT & Telecom will replace the hardware if it becomes faulty or non-operational.

### Escalation

In the unlikely event that your ticket is not being managed in the most appropriate way or you feel that the helpdesk engineer has not dealt with your ticket in the appropriate timescales, the following escalation will be available to you.

The 1st point of escalation available is the Helpdesk Director. On receiving an escalation, the helpdesk director will contact you within 30 minutes to notify you that they have been given the escalated case. They will discuss the next appropriate steps to find a resolution.

If you are not happy with the outcome or would like to escalate further, the appropriate department director will be available. If you continue to not be happy with the escalation or outcome, the managing director will be available. Your dedicated account manager is also always available to you to discuss any concerns.

We do not put timescales on when to escalate or specific trigger points as we feel that escalation should be "dynamic" and not triggered by a time but we do ask that the appropriate escalation chain is followed and every person is given the opportunity to resolve your issue.

## Contact Details of escalation points

Telecoms & IT Helpdesk – [support@integerltd.com](mailto:support@integerltd.com)

Telecoms Helpdesk Director – Adrian George – [Adrian.george@integerltd.com](mailto:Adrian.george@integerltd.com)

IT Helpdesk Director – Gareth Horrell – [gareth.horrell@integerltd.com](mailto:gareth.horrell@integerltd.com)

## Exclusions and Exceptions

The following exclusions and exceptions apply to the measurement and calculation of the SLA:

- incidents on the Customer's equipment outside of the service agreement
- incidents on Applications and / or network and application equipment due to acts or omission of the Customer
- incidents reported by the Customer not observed/confirmed by Integer IT & Telecom or its Authorised Provider
- disruptions occurring within pre-notified engineering works window
- outages due to scheduled maintenance
- outages due to unscheduled upgrades, requested by the Customer that cannot be performed during the regularly scheduled maintenance windows
- outages due to applicable national laws, customs, or regulations
- outages due to incidents of Force Majeure Events
- any failure caused by the Customer to (i) action, (ii) inaction, (iii) unavailability of Customer personnel in order to determine and/or isolate the problem
- outages whereby Integer IT & Telecom or its Authorised Provider is unable to gain access to the Customers site, for reasons attributable to the Customer, to carry out necessary repair work
- unavailability of the Application and / or Network as a result of problems with environmental conditions including but not limited to power, climate, housing, switch off at the Customer's premises, the Customer's failure to follow agreed procedures, the introduction of unauthorised changes to supplier CPE (if applicable) or failure of the Customer's equipment.
- Any events due to malware, viruses or malicious phishing
- Any events that occur due to third party access or changes

## Complaints Procedure

### Step 1: Get in touch

In the first instance you can tell us about your issue by getting in touch with our Customer Services Team.

The contact details are as follows;

Email: [support@integerltd.com](mailto:support@integerltd.com)

Post: FAO Customer Service, Integer IT & Telecom Group, Office 6, JR Quarter, Moy Road Ind Est, Taffs Well, CF15 7QR

Telephone: 02920 811488

To help us fix things quickly we'll need some details. Please tell us:

- Your Integer IT & Telecom account number. This can be found on your invoice
- Tell us about the issue, including any supporting evidence you feel is important
- The resolution you are looking for

### Step 2 – allocation

A member of our Customer Service Team will contact you with our initial findings or a request for further information.

We will aim to provide a response and resolution where possible within 10 working days. If additional time is required for us to investigate further, we will of course advise you of this.

### **Step 3 – report of findings**

You will receive a report on our investigation and findings in relation to your complaint. If you do not respond to our report within 28 days we will consider the matter resolved.

If you are unsatisfied with the decision and wish to appeal, please notify the member of the customer service team that dealt with your initial complaint within 28 days, stating the reasons for your appeal.

### **Step 4 – appeal**

You will be allocated a senior manager or director who will review all available materials to date. They may request further information or details at this time. You will then receive a report on our investigation and findings in relation to your appeal. We will aim to do this within 10 days of your appeal. This will include the option to further appeal this decision if you are not satisfied with the outcome. If you do not respond to our report within 28 days we will consider the matter resolved.

If you are unsatisfied with the decision and wish to appeal further, please notify the senior manager or director within 28 days, stating the reasons for your appeal.

### **Step 5 – final decision**

You will receive a report on our investigation and findings in relation to your appeal. This will contain the final decision by Integer IT & Telecom.

### **Step 6 - Alternative Dispute Resolution Scheme**

This only applies to domestic customers and small businesses with less than 10 employees as defined by Ofcom. If you are a business customer with more than 10 employees, or not defined as a small business by Ofcom, then your rights and obligations are defined in your contract and by our standard terms of business, and this code of practice may not apply. If you remain unhappy with our findings and/or 8 weeks have passed since you raised your complaint following completion of Step 5 above, you have the option to use the Alternative Dispute Resolution Scheme in place with the Communications Ombudsman.