

Pastel Support SLAs

Voice, Connectivity and Mobile
Service Level Agreements



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General Support SLAs

Logging a Voice or Connectivity Support Request

Support Requests may be logged by emailing phsupport@pastelgroup.co.uk or by calling 0330 1742693. Support is available Monday to Friday, 9:00am to 5:00pm, excluding bank holidays.

A support ticket will be raised and responded to within two business hours. The person who raised the support ticket will receive regular updates via our ticketing system (email) and/or telephone calls from the Pastel engineer handling the support request. Upon request, it is possible to add other recipients to these updates.

Logging a Voice or Connectivity Service Fault

Service faults may be logged by emailing phsupport@pastelgroup.co.uk or by calling 0330 1742693. This is available 24 hours a day, seven days a week, including bank holidays.

A support ticket will be raised for each fault logged and will be processed as per the relevant product SLAs in this document. However, if necessary, please allow for any additional investigation our engineers may need to carry out. The person who raised the support ticket will receive regular updates via our ticketing system (email) and/or telephone calls from the Pastel engineer investigating the fault. Upon request, it is possible to add other recipients to these updates.

The engineer investigating the fault may be contacted if a progress update is required immediately or new information to assist with diagnosing the fault can be provided by the party affected.

In the event a fault has not been, or cannot be, resolved in the network's SLA time frame, Pastel uses established network escalation processes to increase the resources available at network level in assisting with remedying the fault.

Logging a Mobile Support Request

Support Requests may be logged by emailing phsupport@pastelgroup.co.uk or by calling 0330 1742693. Support is available Monday to Friday, 9:00am to 5:00pm, excluding bank holidays.

A support ticket will be raised and responded to within two business hours. The person who raised the support ticket will receive regular updates via our ticketing system (email) and/or telephone calls from the Pastel engineer handling the support request. Upon request, it is possible to add other recipients to these updates.

Logging a Mobile Service Fault

Service faults may be logged by emailing phsupport@pastelgroup.co.uk or by calling 0330 1742693. This is available 24 hours a day, seven days a week, including bank holidays.

A support ticket will be raised for each fault logged and will be processed as per the relevant product SLAs in this document. However, if necessary, please allow for any additional investigation our engineers may need to carry out. The person who raised the support ticket will receive regular updates via our ticketing system (email) and/or telephone calls from the Pastel engineer investigating the fault. Upon request, it is possible to add other recipients to these updates.

The engineer investigating the fault may be contacted if a progress update is required immediately or new information to assist with diagnosing the fault can be provided by the party affected.

In the event a fault has not been, or cannot be, resolved in the network's SLA time frame, Pastel uses established network escalation processes to increase the resources available at network level in assisting with remedying the fault.

Voice Service SLAs

Horizon

Severity	Description	Time to resolve
Priority 1	Critical Fault: Loss of service, multiple services affected	6 clock hours
Priority 2	High: Loss of service, single service affected	10 clock hours
Priority 3	Medium: Disrupted service on multiple or single service	4 working days
Priority 4	Low: Single number destinations/QOS	8 working days

Horizon with Webex

Severity	Description	Time to resolve
Priority 1	Critical Fault: Loss of service, multiple services affected	6 clock hours
Priority 2	High: Loss of service, single service affected	10 clock hours
Priority 3	Medium: Disrupted service on multiple or single service	4 working days
Priority 4	Low: Single number destinations/QOS	8 working days

Webex

Severity	Description	Time to resolve
Priority 1	Critical Fault: Loss of service, multiple services affected	6 clock hours
Priority 2	High: Loss of service, single service affected	10 clock hours
Priority 3	Medium: Disrupted service on multiple or single service	4 working days
Priority 4	Low: Single number destinations/QOS	8 working days

Pastel Hosted

Severity	Description	Time to resolve
Priority 1	Problems severely affecting the service, traffic, billing, and maintenance capabilities, which require immediate corrective action.	5 clock hours
Priority 2	Problems that cause conditions that seriously affect system operation, maintenance, and administration, which require immediate attention. The urgency is less than in critical situations because of a lesser effect on system performance.	9 clock hours
Priority 3	Problems do not significantly impair the functioning of the system and do not significantly affect the Service.	2 working days
Priority 4	This Severity is restricted to "How To" questions and therefore handled as non-service impacting.	6 working days

Inbound

Severity	Description	Time to resolve
Priority 1	Critical Fault: Loss of service, multiple services affected	6 clock hours
Priority 2	High: Loss of service, single service affected	10 clock hours
Priority 3	Medium: Disrupted service on multiple or single service	4 working days
Priority 4	Low: Single number destinations/QOS	8 working days

SIP

Severity	Description	Time to resolve
Priority 1	Critical Fault: Loss of service, multiple services affected	6 clock hours
Priority 2	High: Loss of service, single service affected	10 clock hours
Priority 3	Medium: Disrupted service on multiple or single service	4 working days
Priority 4	Low: Single number destinations/QOS	8 working days

Phoneline+

Severity	Description	Time to resolve
Priority 1	Critical Fault: Total loss of service with significant number of users or resellers impacted.	5 clock hours
Priority 2	High: Partial loss of service with significant number of users or resellers impacted.	9 clock hours
Priority 3	Medium: Minor Service disruption across one or multiple platforms	11 working days
Priority 4	Low: Non-service effecting issues across one or multiple platforms	31 working days

Teams Calling

Severity	Description	Time to resolve
Priority 1	Critical Fault: Loss of service, multiple services affected	6 clock hours
Priority 2	High: Loss of service, single service affected	10 clock hours
Priority 3	Medium: Disrupted service on multiple or single service	4 working days
Priority 4	Low: Single number destinations/QOS	8 working days

iPECS

Please note that the below are times to respond only, as this is a best effort service.

Severity	Description	Time to respond
Priority High	Critical Fault: Total loss of service with significant number of users or resellers impacted.	2 clock hours
Priority Medium	High: Partial loss of service with significant number of users or resellers impacted.	3 clock hours
Priority Low	Medium: Minor Service disruption across one or multiple platforms	5 working days

Akixi

Severity	Description	Time to resolve
Urgent	A problem that severely impacts the use of the services, affecting all or most authorized users. Or, the Akixi service isn't providing reporting on more than 25% actively monitored devices.	5 clock hours
High	Major functionality is impacted or significant performance degradation is experienced. The service is operational but providing highly degraded performance to the point of major impact on usage. Or, important features are unavailable; however, operations can continue in a restricted fashion, and, in either case, the problem affects greater than 40% of authorized users.	3 working days
Medium	Partial, non-critical loss of use of the service with a low impact on business, where the service is operational, but a particular function or feature is not behaving as expected, and the problem affects less than 40% of users of authorized users.	31 working days
Low	An inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration, or a cosmetic defect.	N/A

Zoom (Access Level Support)

Severity	Description	Response Time
Priority 1	The service is “down”, completely unavailable, severely degraded, or there is a critical business impact.	5 clock hours, daily updates
Priority 2	Significant aspects of the service are negatively affected by inadequate performance of the network or other software issues.	9 clock hours, biweekly updates
Priority 3	General issues related to a feature or a set of features. Operational performance of the service is not impaired.	N/A, business days only, weekly updates
Priority 4	General questions that require information or assistance with service’s capabilities, specific installation or configuration recommendations, and product documentation.	N/A, business days only, weekly updates

Zoom (Premier Level Support)

Severity	Description	Response Time
Priority 1	The service is “down”, completely unavailable, severely degraded, or there is a critical business impact.	2 clock hours, 5-hour target restoration, hourly updates
Priority 2	Significant aspects of the service are negatively affected by inadequate performance of the network or other software issues.	5 clock hours, 9-hour target resolution, daily updates
Priority 3	General issues related to a feature or a set of features. Operational performance of the service is not impaired.	Next business day, biweekly updates
Priority 4	General questions that require information or assistance with service’s capabilities, specific installation or configuration recommendations, and product documentation.	Next business day, biweekly updates

Dubber

Scheduled Downtime

Some releases may require scheduled downtime to the Dubber platform. Dubber will give advance notice of any Scheduled Downtime. Scheduled Downtime does not count towards 'Downtime' in the Dubber SLA and a minimum of 3 days' notice will be given for any scheduled downtime.

Scheduled downtime may be required for the following reasons:

- Security Patching (in the event of a security violation)
- Release affecting any Dubber components (Record, Loader and Platform)

Component Downtime may be required for patching for specific components. All efforts are made to publish releases with no downtime. Any downtime will be during non-business hours.

Support

Severity	Description	Response Time
Priority 1	Full outage of cloud recorder with all users impacted	2 clock hours
Priority 2	Partial outage of cloud recorder	5 clock hours
Priority 3	Single user impacting problems or bugs within the Dubber application/portal/recorder	9 clock hours
Priority 4	General questions, non-service impacting queries, how questions	25 clock hours

Broadband

Business Care and all Assured

24 clock hour fix. This is a chargeable option and operates 24 hours a day, 7 days a week (including UK Public and Bank Holidays). Please note that clock hours run during the time the fault is in Pastel's control. Where a fault is with the partner the clock stops and only restarts when passed back to Pastel. Broadband services that have purchased Enhanced Care service must be aware that 'out of hours' (see above) engineering visits may be used to complete a repair if unrestricted access is available.

Standard Care

48 clock hour fix. This care level operates during business hours only. If an engineering visit to a site is required, then Pastel will respond during business hours. Engineering visits are available during normal working hours, Monday to Friday, 08.00 –18.00 (excluding UK Public and Bank Holidays).

Fibre Ethernet (10Mb,100Mb and 1,000Mb)

Clock hours are calculated and are defined as the time between the Start Time and Stop Time, excluding Parked Time.

Start Time: the time a fault has been validated and categorised as a Priority 1 fault.

Stop Time: the time a fault has been cleared.

Parked Time: the time during which the clearance of a fault is outside of Pastel's control.

Severity	Time to resolve
Priority 1	7 clock hours
Priority 2	2 working days
Priority 3	4 working days

Copper Ethernet and FTTC Ethernet

Clock hours are calculated and are defined as the time between the Start Time and Stop Time, excluding Parked Time.

Start Time: the time a fault has been validated and categorised as a Priority 1 fault.

Stop Time: the time a fault has been cleared.

Parked Time: the time during which the clearance of a fault is outside of Pastel's control.

FTTC Ethernet fault response time begins from confirmation fault is not result of underlying WLR line.

Severity	Time to resolve
Priority 1	9 clock hours
Priority 2	2 working days
Priority 3	4 working days

Mobile

Please note that the below are times to respond only, as this is a best effort service.

Severity	Description	Time to respond
Priority High	Escalated support requests	5 clock hours
Priority Medium	Manual support tickets	1 working day
Priority Low	Automated requests	2 working days