

SCHEDULE D: SERVICE LEVELS, SUPPORT AND FAULT REPORTING SCHEDULE

VERSION 1 - EFFECTIVE FROM OTS GO-LIVE DATE

Introduction

This **Service Levels, Support and Fault Reporting Schedule** is a schedule to our agreement with you.

It is effective from the **One Touch Switch (OTS) go-live date**.

It covers:

- Service levels
- Customer Service
- Monitoring
- Fault prioritisation and resolution
- Incident management
- Online reports and history
- Escalation
- Quality Assurance

It does not cover data protection, security, or disaster recovery.

Service Levels

Production hub availability

1. The **production hub availability** will exceed 99.95% in each calendar year.
2. **We** will monitor the **production hub availability** using its system logs and other monitoring tools. Our records will be the basis for all service level calculations and determinations.
3. Each month, **we** will provide a monthly report detailing the **production hub** uptime during the previous month.

Switching message delivery time

1. The **switching message delivery time** will not exceed **1 second**, subject to a maximum throughput of 4,000 messages per second.
2. **We** will continuously monitor **switching message delivery time**. If we identify in any month that average **switching message delivery time** is (or is likely to be) greater than 1 second that will be treated as a service incident. In case of any service incidents, **we** will take immediate action to investigate and rectify the issue. **You** will be notified of the incident and kept informed about the progress of remedial actions.
3. **We** will provide regular reports to **you** detailing the performance of the service, any incidents, and actions taken to resolve them.

In this Service Levels, Fault Reporting and Support Schedule, the following words have the following meanings:

availability	in any year, the time (in seconds) that the production hub is available for use by any CP divided by the annual availability denominator , expressed as a percentage
switching message delivery time	in relation to each valid switching message , the time elapsed between such valid switching message (i) entering; and (ii) being placed in the queue to leave the production hub
annual availability denominator	for each calendar year, the total time (in seconds) in such year less the time (in seconds) of: <ul style="list-style-type: none"> <input type="checkbox"/> planned downtime (downtime scheduled downtime for maintenance and upgrades. We will provide at least 48 hours' notice for such downtime). <input type="checkbox"/> force majeure; and <input type="checkbox"/> production hub outage caused by CPs' equipment, software, or services.

Customer Service

Our service desk will operate 8am-8pm Monday – Friday, 8am – 12pm Saturday, and will be closed on Sundays and Bank Holidays. **You** can still report issues and raise enquiries outside of these hours via the ticket management system, which will be accessible 24/7/365.

You should contact the service desk for support with:

- Billing enquiries and set-up
- 'How do I' enquiries
- Online help, contact and resolution

Any contacts to the service desk will be managed to resolution.

We do not support other issues including:

- The One Touch Switch industry process or other industry processes
- Quality or content of messages received from other hub users
- Responsiveness of other hub users

We will publish a contact number for **our** service desk. **Our** target answering time is 80% of calls to be answered in 30 seconds with an abandonment rate of no more than 7%.

We will record calls to allow for training and review.

Incident management

When **you** contact the service desk, whether using the ticketing system through the portal, calling **us**, or via the service desk email, **we** will create a ticket and will assign a priority level. **We** will apply our incident-management process to all tickets raised.

Our incident management process will use both online reporting and voice support. **You** can view the latest status of tickets you have raised via your account on the online portal.

Within **your** account, **you** can turn on email notifications so **we** can notify you of any P1 incidents as they occur.

Monitoring

We will monitor the critical systems that deliver service 24/7/365. This includes the **production hub**, the portal, and the billing platform.

Fault prioritisation and resolution

All incident management will be ITIL compliant and go through the incident, problem, and change step process as appropriate. Incidents will be categorised P1-P4.

Any P1 incident is viewed as a major incident and the full TOTSCo major incident process will be invoked. This will include notifications and communications to all users.

P1 – P4 are categorised as:

Priority 1 (P1) – A complete business down situation or single critical system down with high impact. The Hub is unable to operate. These will be managed 24/7/365.

Priority 2 (P2) – A major component of the Hub’s ability to operate is affected. Some aspects of the business can continue but it is a major problem.

Priority 3 (P3) – The Hub’s core function is unaffected, but the issue is affecting efficient operation by one or more Hub Users.

Priority 4 (P4) – The issue is an inconvenience but there are clear workarounds or alternative processes.

This table shows the details of response time and target service restoration time post mitigation. Post mitigation means after deducting the external dependencies if any involved in the life cycle of the incident.

Priority	Priority#	Response Time	Target Service Restoration/Issue Resolution Time
Critical	P1	Maximum 30 mins*	Maximum 4 hours
High	P2	Maximum 55 mins	Maximum 8 hours**
Medium	P3	Maximum 70 mins	Maximum 4 business days**
Low	P4	Maximum 80 mins	Maximum 8 business days**

*The 30 minutes allows for detailed initial assessment of the issue and to fully stand up the P1 major incident team.

** 09:00 to 17:00 UK time on a working day in England

The above will be reviewed after establishing actual data 12 months from OTS go-live.

Online reports and history

You will be able to access your invoicing and payment information and reporting online.

Reporting will include volumes of customer service contacts and messages you have exchanged via the hub.

Escalation

There is an inbuilt escalation process for service level management.

Raising an enquiry or complaint

If **you** are unhappy with the service provision, you can request to raise your dispute with a level one manager via the customer service channels.

If **you** feel the level one manager has been unable to satisfactorily resolve the dispute, you can request to escalate it to a TOTSCo customer service manager.

If **you** are still unsatisfied with the outcome, the dispute will be resolved in accordance with the dispute process documented in the user agreement.

We will report on the volume and reasons for complaints.

Quality

We will implement a quality management methodology for **our** service desk.

Our methodology will include voice recording of contacts for training and quality assessments.

All staff will receive regular quality review assessments and feedback. **We** will follow a standard performance improvement process if our team does not deliver the quality we expect.

We will come to **you** to ask **you** to rate our service at agreed times, using event driven customer satisfaction measures. This will enable **us** to understand areas for improvement and the service you are happy with. It will consist of both event driven customer satisfaction measures and non-event driven service assessments. **We** will publish these results with the corresponding action plans.

Implementation Dates

You can raise online incident reports and enquiries using the ticket management system accessed via **your** "Manage My Account" area in addition to emailing service_desk@totscoco.org.uk

Contacting the service desk via telephone. We will notify you of the number before the **OTS go-live date**.