



## 1. Scope of Document

This document describes the service level agreement (SLA) for the following products and services:

- MPLS
- Network Firewall (all variants)

## 2. Brief Description and Responsibilities

### 2.1 MPLS service definition

The 1-Fix MPLS solution is to provide all or most of the physical and logical infrastructure to give customers the ability to transmit Internet Protocol (IP) traffic between a number of sites over a wide geographical area. The product involves one or two Access Services from each customer location to the 1-Fix MPLS Platform and the subsequent ability to send and receive IP traffic from a dedicated logical VRF instance on that platform down either circuit.

### 2.2 1-Fix service level operating hours

1-Fix full-service levels and telephone helpdesk operates between 8am and 5:30pm, Mon – Fri, excluding national holidays unless otherwise noted below.

1-Fix service levels operate outside of these core support hours, 24x7, for the management of severity 1 “emergency” and severity 2 “Major” faults (see 3.2) on Premium, Plus and Enhanced services (see 3.6).

### 2.3 1-Fix responsibilities 1-Fix is responsible for:

- The MPLS platform
- The customer circuit(s) to the platform
- Internet access to/from the MPLS platform
- Public IP address allocation from the 1-Fix block
- Proactive monitoring of access availability
- Utilisation stats of access circuits
- Provision of a helpdesk for call handling
- Fault resolution and escalation

In addition, if the service is “managed”:

- A suitable managed router
- Router management services
- A hosted firewall
- Firewall management services
- Core MPLS routing

### 2.4 Customer responsibilities the customer is responsible for:

- Completion of the MPLS order forms describing the sites, locations and access requirements
- Definition of IP addressing on the network
- Allocation of IP address block(s) for 1-Fix management platforms



- Notifying 1-Fix of any changes to site and contact details
- Basic troubleshooting
- Reporting faults with the network
- Access to sites for fault resolution
- Adherence to the 1-Fix Acceptable Use Policy

### 3. Service Levels

#### 3.1 MPLS platform characteristics

Values are calculated and reported based on the mean monthly average of samples measured regularly between any two PoPs on the MPLS platform. Platform metrics do not include the customer access service or any off-net service.

MPLS Platform Metric	Target
MPLS platform availability	99.99%
MPLS platform roundtrip latency	30ms
MPLS platform packet loss	<0.1%

MPLS platform metrics shall not include any failure attributable to:

- Scheduled network maintenance or
- A Force Majeure event.

As service credits are claimed on a per incident basis, the above metrics are for network planning and account review purposes only.

#### 3.2 Incident severity

Incident severity is classified as follows:

Level	Class	Description
1	Emergency	Total loss of service e.g. Total equipment failure.
2	Major	Significant degradation or intermittent service. E.g. significant packet loss, significant degradation in throughput or loss of a particular component service.
3	Minor	Minor degradation of service. Small or intermittent packet loss, reduction in throughput, loss of resilience.
4	Change request	e.g. Modification to configurations of equipment.



1-Fix will initially determine and agree the incident severity with the customer. 1-Fix may change the severity during repairs. For example, if an incident of severity 1 is temporarily repaired, then the incident may be reduced to severity 2. The new classification will determine the course of actions thereon.

Once 1-Fix believe that the Customer’s incident is Resolved, or if 1-Fix has requested vital information from the Customer and the Customer has not responded within 3 days the Incident Ticket status becomes Closed.

### 3.3 Target response and fix times

Resolving a fault occurs in two phases, the first is a response and diagnosis phase and the second is the service restoration once the fault has been identified. These are measured separately for the purposes of this SLA.

### 3.4 Initial response and diagnosis

The primary method of reporting emergency and major faults to 1-Fix should be by telephone. Faults reported by email, fax or via the web portal may not be allocated to a support engineer in an appropriate timescale to provide the desired level of response. For fault reporting instructions, see section 5.0 below.

Level	By Portal	Email or Telephone
1	30 minutes	Portal + 4 hours
2	1 hour	Portal + 4 hours
3	4 hours	Portal + 4 hours
4	Next working day	Portal + next working day

The response time clock starts when a ticket is created on the 1-Fix system via the mechanisms above.

This is a process that relies on effective communication between 1-Fix and the customer to reach a successful diagnosis. Service credits are not available for failures to achieve the stated diagnosis targets above, but lack of progress would be reasonable cause for the customer to escalate as detailed in section 4.1.

### 3.5 Service restoration times

The service restoration target is the criterion upon which service credits are based (see 4.3).

Faults are generally classified as circuit failures (see 3.6), or hardware failures (see 3.7).



### 3.6 Circuit failures

Target restoration times depend on the access technology employed at each site as follows:

#### 3.6.1 Premium

MPLS services in the Premium category:

- MPLS Fibre Ethernet
- MPLS Optical Ethernet
- MPLS Network Firewall

Level	Service Restoration
1	4 hours
2	8 hours
3	Next day
4	N/a

#### 3.6.2 Plus

MPLS services in the Plus\* category:

- MPLS SoGEA Plus
- MPLS FTTP Plus
- MPLS SoADSL Plus

Level	Service Restoration
1	8 hours
2	Next day
3	Three days
4	N/a

\* only applicable to Openreach delivered services on a Maintenance Class 14 product

#### 3.6.3 Enhanced

MPLS services in the Enhanced\*\* category:

- MPLS SoGEA Enhanced
- MPLS FTTP Enhanced
- MPLS SoADSL Enhanced

Level	Service Restoration
1	24 hours



2	Three days
3	No guarantee
4	N/a

\*\* only applicable to Openreach delivered services on a Maintenance Class 4 product

### 3.7 Hardware failures

For Managed MPLS devices in the UK, once a fault has been responded to, diagnosed, and identified as a major hardware issue, 1-Fix will provide an engineer to site to install a replacement unit within four hours.

Service will be restored within one hour of an engineer gaining access to the failed device. The customer is responsible for providing access to the location housing the failed hardware.

In all cases, hardware and components warranty is included.

### 3.8 Service restoration clock

The service restoration clock starts when a ticket has been allocated, the customer contacted, a severity assigned and the initial diagnosis work has been completed.

Tickets may be left open, post service restoration, for monitoring purposes. Thus, the clock stops when the ticket is closed or when a member of the 1-Fix Servicedesk informs the customer of service restoration, whichever is sooner. Should a fault be raised outside the 1-Fix defined service level operating hours (see 2.2), the measurement of the response and service restoration time will not commence until the start of the next working period.

#### 3.8.1 Multiple short failures in one month

If the same service experiences multiple failures within the same month, 1-Fix will consider this a single outage event for the purposes of service restoration and compensation. The service restoration clock will be restarted from the point the subsequent failure has been diagnosed.

### 3.9 Outages and maintenance

Network maintenance will normally be performed outside of service level operating hours (see 2.2). Should maintenance be service affecting, the affected customers will be



notified with three working days’ notice via the nominated email contact detailing the work to be carried out and any effect on service.

Network maintenance on the 1-Fix network that impacts multiple circuits (5+) is published on the 1-Fix status page.

Under exceptional circumstances it may be necessary to perform emergency engineering work without prior notice. In that event, 1-Fix will use its best efforts to limit any resultant adverse effects on the customer’s service.

### 3.10 Emergency and Major Fault escalation

Escalation means that more senior support staff will be made aware of the customer’s fault and provide additional assurance to the customer.

For continuity, the customer’s point of contact with the 1-Fix Technical Servicedesk remains the same throughout the repair.

1-Fix will automatically escalate severity 1 and 2 incidents using the procedure below. Escalation automatically starts once 75% of the service restoration target time has passed.

#### 3.11 Time before escalation starts

Level	Premium	Plus	Enhanced
Time	3 hours	6 hours	15 hours

Incidents are further escalated, one tier at a time, after a certain number of elapsed working hours (see 2.2) with no resolution. The interval between each escalation event depends on the severity of the fault and the access technology employed at the site according to the following table.

#### 3.12 Interval between further escalation events

Level	Premium	Plus	Enhanced
1	30 mins	2 hours	5 hours
2	1 hour	4 hours	10 hours
3	N/a	N/a	N/a
4	N/a	N/a	N/a



### 3.13 Escalation path

Tier	Job role
1	Servicedesk Engineer
2	Senior Support Engineer
3	Servicedesk Manager
4	Managing Director

The above escalation is also used if, at any point, the Customer feels that the problem is not being addressed in a satisfactory manner.

### 3.14 Call out charge for non-1-Fix faults

Fault resolution sometimes means an engineer has to visit the site. If, while the engineer is onsite, the incident is discovered not to be a hardware or circuit failure under 1-Fix control (e.g. the managed device has been unplugged, or there is a fault with customer equipment or facilities), 1-Fix reserves the right to charge the customer a one-off fee of £390 (excl. VAT) or greater when notified in writing in advance.

## 4. Failure to Meet Service Levels

### 4.1 Management escalation path

When target quality parameters are not met, or when a customer is dissatisfied, they can use the following management escalation path.

Tier	Job role
1	Account Manager
2	Head of Sales
3	Managing Director

### 4.2 Making a claim

A claim should be made in any month where there are one or more incidences where the agreed service restoration target was not met.

A claim should be made in writing to your Account Manager. The deadline for making a claim is 5 working days after the end of the month for which credit is requested.

### 4.3 Service credits

If, in 1-Fix' reasonable opinion, the target time for service restoration for an incident is exceeded (see 3.6 and 3.7), the customer will be entitled to a service credit for the failure according to the following schedule:

Service Restored	Service Credit
Within 1 working day of the service restoration target.	50 % of pro-rata monthly charge associated with the failed access or



	hardware service.
More than 1 working day beyond the service restoration target.	100% of pro-rata monthly charge associated with the failed access or hardware service.

#### 4.4 Service level claim conditions

- Total service credits per month are limited to 100% of the total due in respect of the monthly charges calculated pro-rata for that month.
- The customer has notified 1-Fix in writing within 5 working days after the end of the month for which credit is requested.
- Service credits will be applied as a credit to the customer's account and, as such, will be deducted from the value of the next invoice.

Service credits will not be granted if there is any amount owing by the customer to 1-Fix and such amount is overdue

#### 4.5 Denial of Service mitigation policy

In the event that any 1-Fix public IP address suffers a DoS or DDoS attack, 1-Fix will mitigate the impact of this by black-holing the destination IP address(es) with upstream transit providers. This measure will stay in place until traffic volumes have receded, and normal service can be restored to affected IP address(es). This is done in order to protect the integrity of the 1-Fix core network and to ensure continued service to all other customers.

Such events are specifically excluded from any platform performance metrics.

### 5.0 Reporting a Fault

5.1 Incidents must be reported via the 1-Fix Servicedesk Portal by an authorised contact to raise an incident.

The following information will be required:

- Company name and contact name
- Contact telephone number
- Site address where the fault is
- Service reference number
- Description of the problem
- What happened prior to the incident
- How the incident been diagnosed

5.2 For severity 3 and 4 incidents, please follow the same process as detailed in 5.1.

5.3 The primary method of reporting **Level 1 and Level 2** incidents to 1-Fix should be via the 1-Fix Servicedesk Portal followed by a telephone call to 0118 926 0084 once your incident reference number has been generated.