



1. Scope of Document

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

- EndPoint Assure Managed Hardware Devices (all variants)

2. Description and Responsibilities

2.1 Service definition

1-Fix's EndPoint Assure service provides telephone, email and onsite maintenance and support to assist in maintaining the optimum performance of your managed network devices.

EndPoint Assure consists of the following services described in the following sections:

- Onsite engineer
- Telephone support
- Advanced replacement
- Remote management
- Software and firmware patching
- Hardware upgrades and refreshes

2.2 1-Fix's service level operating hours

1-Fix' service levels and telephone helpdesk operate during Working Hours (08:00- 17:30, Monday - Friday) excluding Public Holidays, except as provided below;

Where the 1-Fix-provided connectivity is a Premium, Plus or Enhanced Internet Access Service, 1-Fix shall manage severity level 1 incidents and severity level 2 incidents 24x7x365.

2.3 1-Fix's responsibilities

1-Fix is responsible for:

- Provision of a Servicedesk for call handling
- Remote configuration of the device
- Fault diagnosis
- Fault resolution and escalation
- Providing an engineer to site for major and emergency fault resolution

2.4 Customer responsibilities

The customer is responsible for:



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

2.5 Specific service exclusions

The services specifically do not include:

- Device monitoring and alerts
- Updates to the operating system or firmware on the device
- Vendor technical support services or access to vendor online support services
- Unlimited (in scope or volume) configuration changes. Time and materials charges may apply

3. Service levels

3.1 Incident severity

Incident severity is classified as:

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 fixed, 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 Resolved.

3.2 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.

3.3 Initial response and diagnosis

The primary method of reporting emergency and major faults to 1-Fix should be by telephone. Faults reported by email or via the 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
1	30 minutes	Portal response + 4 hours
2	1 hour	Portal response + 4 hours
3	4 hours	Portal response + 4 hours
4	Next working day	Portal response + next working day

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

Successful diagnosis is a process that relies on effective communication between 1-Fix and the customer. 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.

3.4 Service restoration times

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

Service restoration targets only apply for emergency and major fault categories.

3.5 Emergency fault resolution - Simple hardware failure and replacement

For devices covered with an EndPoint Assure contract, once a fault has been responded to, diagnosed and identified as an emergency hardware issue (total device failure), 1-Fix will provide an engineer to site to install a replacement unit within four hours. A failed device will be replaced and hardware services



operating normally within one hour of an engineer gaining access to the failed device.

Action	Service Restoration
Hardware Replacement	5 hours total

This may highlight failures with other parts of the network, the restoration of which are not covered by this SLA.

The customer is responsible for providing access to the location housing the failed hardware.

In all cases, hardware and components warranty is included.

3.6 Major fault resolutions - Complex hardware/circuit issues

For category 2 issues, where it is not clear whether the hardware or a circuit is faulty, 1-Fix will first assume that the circuit is at fault and respond accordingly. Only if the circuit diagnostics fail to resolve the fault will 1-Fix then consider starting the service restoration clock for hardware replacement and sending an engineer to site with a replacement unit, at which point the service restoration target SLA (see 3.5) will apply.

3.7 Customer requesting change of hardware

At any point of the diagnostics phase, even before initial diagnostics are complete, the customer may request that 1-Fix sends an engineer to the affected site with a replacement device. However, 1-Fix points out that there is a call out charge for non- 1-Fix faults (see section 3.11)

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 1-Fix's Servicedesk informs the customer of service restoration, whichever is sooner.



Should a fault be raised outside 1-Fix’s 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.

3.9 Day-to-day device reconfiguration

In general, once a stable configuration has been established, 1-Fix will not perform maintenance or reconfiguration work on a device covered by these support services unless necessary.

Remote configuration changes are limited to a maximum of 2 hours in any calendar month: Any additional engineering time will be charged on an hourly basis at our published rates. Unused time is not transferable into the next month.

Remote configuration changes will be executed between the hours of 09:00 and 17.30, Monday to Friday, excluding bank holidays. Changes outside these hours can be arranged on request but will require scheduling and additional charges may apply.

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 1-Fix’s Servicedesk remains the same throughout the repair.

1-Fix will automatically escalate severity 1 and 2 incidents using the procedure below. Escalation automatically starts if the engineer has not turned up at the customer site within four hours of the start of the service restoration phase.

Time before escalation starts

Level	24x7x4	12x5x4
Escalation	4 hours	4 working hours

Incidents are further escalated, one tier at a time, every hour that passes with no resolution.



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.

3.11 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's 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 (exc. VAT) or greater if 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’s reasonable opinion, the target time for service restoration for an incident is exceeded (see 3.5), 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 Managed Internet Device or EndPoint Assure service.
More than 1 working day beyond the service restoration target.	100% of pro-rata monthly charge associated with the failed Managed Internet Device or EndPoint Assure 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 under this agreement or otherwise and such amount is overdue.

5. Reporting a Fault

5.1 Incidents must be reported via the 1-Fix 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 Portal followed by a telephone call to **0118 926 0084** once your incident reference number has been generated.