

Standard Service Definition Document

V1.2

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Document Version Log

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1. Purpose of the document

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.

2. Service Description

Lily is responsible for maintaining the Telephone System and directly associated services used for the company specified as detailed on the Sales Order. This is to ensure that the telephony service ("the service") is available for use in accordance with the service levels described in this agreement.

3. Service Description

3.1 Hours of Support - Lily Support Desk

Lily Support Desk is available between 08:30 and 17:30, Monday to Friday (excluding Public Holidays) as part of our standard support offering.

3.2 Out of Hours Support

Out of Hours Support is provided where an out of hours support contract has been agreed with Lily (Total Care, including Public Holidays), and where enhanced SLAs are in place with the third-party provider involved. Please note some agreements do not allow for out of hours support.

Lily's 0343 507 1111 number will route through to our in house out of hours Service Desk. If a ticket is open with Lily and the Total Care service is applied, the ticket will be monitored accordingly between day and night through to resolution.

1. Scope of Service Support and Exclusion

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 Lily:

- 1.1.1 Router giving access to telephony cloud (provided router assurance is maintained).
- 1.1.2 Handsets or soft clients.
- 1.1.3 Any wireless access points provided as part of the service.
- 1.1.4 Data connection.
- 1.1.5 Configuration requests of your business telephone system whether on site or hosted in the cloud (provided a maintenance agreement includes the service).
- 1.1.6 Fixed lines.
- 1.1.7 Telephony software including; iCall, Oak, Akixi, Daktela, iPECS Suite, Microsoft Teams
- 1.1.8 PCs or Servers, where indicated on the IT support contract and specifically in relation to the supply and support.

1.1 The following services and devices are not covered by this SLA or any service schedule unless specifically listed on the support contract

- 1.1.1 Customers IT Services, including infrastructure, hardware and software.
- 1.1.2 Network switches used for the telephony service (unless otherwise supplied by a telephony solution)
- 1.1.3 DECT (Cordless) or SLT phones.
- 1.1.4 Internal or external copper or ethernet cabling.
- 1.1.5 Electrical Mains cabling and supply.
- 1.1.6 Headsets.

2. Responsibility

2.1 The customer is responsible for the following:

- 2.1.1 Providing a valid service identifier such as site name, address and/or telephone/mobile number when reporting an incident to the Support team.
- 2.1.2 Provide and maintain a list of authorised technical representatives who can act on behalf of the customer and be contacted either by, Lily Support or a third party appointed by Lily.
- 2.1.3 Checking that the equipment is cabled and powered correctly, including: phones, routers etc.
- 2.1.4 Completing diagnostic checks when requested by a Lily representative.
- 2.1.5 Confirming the particular incident reported has been resolved.

2.2 Lily is responsible for the following:

- 2.2.1 Support provided via telephone, email, SMS, instructional user guides and videos.
- 2.2.2 Issuing a Unique Ticket Number for each new incident raised.
- 2.2.3 Monitoring each incident through to resolution and completion.
- 2.2.4 Providing updates on the status/progress as agreed with the customer.
- 2.2.5 Providing escalation as appropriate. Escalation paths can be found in 'Section 8.0 Escalation Paths' within this document.

3. Fault Reporting and Incident Management

All faults and configuration requests should be reported preferably by telephone via the Lily Support Desk on 0343 507 1111.

Customers can also report faults via email: support@lilycomms.co.uk Configuration requests should use support@lilycomms.co.uk

All incidents relating to the service detected by end users must be reported to the Lily Support team for further diagnosis. The Support team member will log a task on our Connectwise CRM System. The call will then be routed to the appropriate Support Technician.

1. The Support team will receive an email/telephone call of any reported incidents.
2. The Support team will log the incident with the customer contact who has reported the issue.
3. Each call logged by the Support team is assigned a Unique Ticket Reference. This incident (or ticket) number will be communicated to the requester and should be used when contacting the Support team for updates. A priority rating will be assigned to the ticket based on the level and scope of service loss.
4. The Support team will assess the issue and engage the various technical representatives to assist and diagnose.
5. The customer contact will receive regular email and/or telephone call updates in accordance with the priority assigned to the task.
6. When the incident is resolved, changes completed, and/or the questions answered, the customer will be further updated, and Lily will request acceptance to close the ticket. This may be in the form of an email/SMS communication where the ticket will remain open for 3 days before it is closed automatically should no response be received.
7. If a Technical Support Advisor has tried to contact you several times without success, we will assume the issue is resolved and mark the incident as resolved. If the incident is not resolved, you will have a period of 3 days to contact us before it is closed automatically.

Incident Logging Requirements

Fault Localisation

- Preliminary Checks
- To enable us to resolve any support queries as quickly as possible, we will need certain information from you to open and progress support tasks.
- Problem symptoms referring to all faults should be captured and must be recent.
- Example calls should not be older than 48 hours and consist of 3 examples where this is possible (mobile examples cannot be accepted). The details required before reporting

to our Support Desk are listed in 'Fault Logging Requirements'.

Telephone Line Fault Localisation

Analogue lines

- Where possible, swap the equipment connected to the telephone line and attempt to dial out.
- If there are extensions, ensure that all line box terminations (sockets) are experiencing the same problem.
- Try to make and receive a call and make notes on what happens (i.e. no dial tone). If there's an intermittent fault; how regularly does it occur?
- Where a Telephone System is present, can you make internal calls?

ISDN2/30 Lines

Where ISDN2 or ISDN30 lines are being used for inbound and outbound calls, we would always recommend a reboot of the Telephone System (Customer Premises Equipment). This course of action resolves around 50% of faults reported to us. If you are unsure of your equipment suitability for this, then please check first with your system maintainer.

If a reboot does not resolve the problem, please collate as much of the information below before reporting. This will enable us to establish the root cause of the problem and resolve it much quicker.

- Where a Telephone System is present, can you make internal calls?
- Take note of what happens on incoming and outgoing calls specifically
- If fault is intermittent, how often does it occur?
- Are all incoming business numbers affected? If not, which are affected?
- Please provide 3 call examples even if all examples fail

3.1 Internet Connection Fault Localisation

Broadband and Fibre Broadband Connections

Many common issues which can affect the performance of a data connection can be resolved by a few simple tests. If the problem still persists and you need to contact the Lily Support team, we will always ask if the following checks have been carried out. Where possible, please ensure these have been made to help us resolve the problem as quickly as possible.

- Firstly, try rebooting the router. Power down and leave off for a minimum of 20 minutes. We ask for 20 minutes as this enables the router to 'forget' the previous session, sometimes referred to as a 'Stale PPP Session'. This can remove any issues present which may have been affecting performance. **Do not press the 'reset' button unless specifically requested to do so by a member of Lily.**
- Power back on, wait 5 minutes and then check for connectivity.
- If there's still no connectivity, plug an analogue handset into the line box; removing all microfilters; check for dial tone. If there are none, then follow the 'analogue line fault localisation' section in this document.
- If a dial tone is present, swap the microfilter if possible.
- Take note of which lights on the router are on/off.

If the internet lights are as expected, please check the cable connections between the router and your local network. For support with this, your IT contact or network administrator, if present, will need to be advised for diagnostic checks.

3.2 Managed Internet Connection and Services

Ethernet
MPLS - Multiprotocol Label Switching VPLS –
Virtual Private Lan Service Private Networks

Where these services are in use, the following initial checks are advised to be conducted by the customers on site IT or Network Administrator.

Please confirm the first line checks below:

- Are you experiencing power issues on site?
- Has any maintenance work on the equipment been carried out and/or could it have been disconnected?
- Has the router and associated equipment been rebooted?
- Check all LED light statuses for the LEDS on the NTU/Router are as expected (not applicable if DSL service)

If you have eliminated any power issues and the re-boot(s) have not restored service, then please confirm the information below:

- Can you ping your default gateway via command prompt or adequate software from a local PC?
- The same way as above, can you provide a traceroute to the destination on the internet (e.g. 8.8.8.8) or another site if this circuit is part of an MPLS or VPLS service?
- Site contact name, number and access times should an engineer be required.

VoIP Fault

If VoIP is in use, please follow the steps detailed below prior to contacting the Lily Support team:

- Reboot access router. Power down and leave off for a minimum of 20 minutes; power back on; wait 5 minutes, then check for connectivity. **Do not press the 'reset' button unless specifically requested to do so by a member of Lily.**
- If using SIP trunks, reboot the telephone system in line with the advice of the system maintainer.
- If using broadband, including fibre broadband as the main connectivity method, please check for a dial tone at the socket by plugging in an analogue handset.
- If using the 8x8/Lily Cloud/Horizon product, check if all handsets are experiencing issues. If there's a specific extension, prove these as the affected extensions, providing the extension number if possible.
- Check the lights on the routers and make a note of which are on/off.
- Take note of what happens on incoming and outgoing calls.
- If the fault is intermittent, how often does it occur?
- Are all incoming business numbers affected? If not, which are affected?
- Please provide 3 call examples where this is possible.

Horizon Faults

The following checks can be conducted prior to contacting the Lily Support team. A large percentage of problems can be resolved by following the instructions below and we would ask all customers to carry these out, prior to contacting the Support team.

Horizon is a cloud-based solution using the Data (Broadband or Fibre Broadband) connection for connectivity.

For problems affecting all handsets, conduct a reboot of the broadband router. Details of how to conduct this can be found in the 'Telephone Line Fault' section within this document.

For problems affecting one or multiple handsets (e.g. poor call quality on an individual handset or group of handsets):

- Conduct a power reboot by removing the cable from the handset/s or handset/s base (if cordless) and plug back into the same port.
- If problems persist, please conduct a power reboot of the broadband router.
- If problems persist, please unplug the affected handsets and swap with a working handset to establish if the problem is repeated in a working location.

Once on-site checks have been completed, if problem persists, please contact the Lily Support team providing as much information as listed below as possible. This will enable the Support team to establish the root cause of the reported problem.

- Confirm to the Support team all checks have been conducted.
- The extension numbers of affected handsets.
- Nature of the problem, examples; call quality, handset not registering, and any error message which may be displayed on the affected handset.
- Is the fault intermittent? Does it affect inbound/outbound calls or both?
- Can internal calls be made?
- Please provide 3 call examples where possible.

4. Service Levels

Lily provides a Service Level Agreement in relation to loss of service as is detailed below.

Lily prioritises all requests according to scope and level of service loss to ensure we can resolve customer faults as quickly and effectively as possible. Incidents with a large impact, or problems that prevent a section of a business from performing its work completely, are given a higher priority.

The following priorities are for incidents and service requests which cannot be immediately resolved.

Level	Description All times are working hours/days (Mon - Fri 08:30 - 17.30)	Target Fix Time*
CAT A	Total loss of service at a customer premises, or critical service failure Issue prevents all users from operating and/or major disruption to business operations (advisable to report issue by telephone)	4 hours
CAT B	Partial loss of service to critical systems Issue prevents some users from operating or affects business critical systems, reducing levels of functionality and performance (advisable to report issue by telephone)	16 hours
CAT C	Partial loss of service Issue intermittently prevents some users from operating or affects functionality or performance on non-business critical systems	24 hours
MAC	Configuration changes Service requests for configuration changes or a loss of functionality that is not service affecting Major programming changes can be subject to engineer availability and may be chargeable dependant on the support agreement in place	32 hours

***Target 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 Lily's control. Where a site visit is required, SLTs can further be affected by engineering availability depending on customer location. As a reseller of products and services, the speed of resolution will depend on the maintenance agreements you have, and the SLAs of our suppliers. As a result, we offer service level targets rather than agreements.**

Note: the status of any call can be obtained by contacting the Support team and providing the relevant ticket number. You will, however, receive periodic updates on any tickets raised. Lily will look to agree the priority level with the customer to avoid confusion or differing expectations. In some cases, the incident may take longer to resolve than desired and Lily will endeavour to ensure that customers are informed of the incident status.

Due to factors outside of our control Lily does not provide Service Level Agreements in relation to the activation of services on a particular date or to it, or its third party suppliers, keeping a pre-agreed appointment to attend its customers premises.

Lily does not provide Service Level Guarantees (including service credits) in relation to fixed voice or other fixed-line services and/or broadband services. However, Lily may offer Service Level Agreements and Service Level Guarantees which differ from the above where agreed as part of a bespoke contractual arrangement.

5. Escalation Paths

If you feel that a fault is not being progressed within the given timescales or is not receiving the appropriate attention or priority, please use the escalation paths below. In the email we ask for you to include the relevant ticket number, a brief description of the issue and the reason the ticket should be escalated.

Level	Description	Support Path :
Level 0	If no progress is made within 1 hour, see level 1 for escalation contact information	Phone: 0343 507 1111 E-mail: support@lilycomms.co.uk Log ticket via telephone or via email
Level 1	If no progress is made within 1 hour, escalate to Level 2	Jack Doyne & Alex O’Kane, 2 nd Line Technicians Jackdo@lilycomms.co.uk Alexo@lilycomms.co.uk
Level 2	If no progress is made within 2 hours, escalate to Level 3	Sean Lynch – Technical Team Leader seanl@lilycomms.co.uk
Level 3	If no progress is made within 4 hours, escalate to level 4	Barry Wyatt, Head of Support Services barryw@lilycomms.co.uk
Level 4		Rishi Handa: Director of Operations rishih@lilycomms.co.uk

If after receiving a response to the escalation request you remain dissatisfied, please follow the path below. You would have been provided with an escalation ticket reference and we kindly request you include this when using the level 2 escalation path.

6. Complaints

All our customers are important to us, and we strive to deliver service and support of the highest standards. We are aware using Lily is a choice, so our commitment to providing and improving our service offerings is at the very core of everything we do. Unfortunately, there are occasions where something goes wrong but we will always endeavour to resolve these issues through our Support Departments in a timely manner.

If you have a complaint or issue regarding your Support Ticket:

In the first instance, please ask to speak to the person(s) detailed in this escalation document.

Following this, if you feel your complaint or issue has not been addressed to your satisfaction, please email our Customer Service team at clientservices@lilycomms.co.uk