Schedule Document

Incident management

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1. Overview

This schedule contains details of the Incident management process including how an incident should be raised, management, communication, time to resolve faults and escalation plans.

In the event that you become aware of any fault in the operation of the services provided to you by Node4, you should notify us as soon as possible.

2. Definitions

"Acknowledgment" means an automated service which generates a response and alerts engineers of a service failure; or where there is dialogue between the client and the engineer.

"Incident" means an unplanned interruption to a service or a reduction in service quality.

"Incident Report" means a document containing the specific details of an incident and the root cause of the fault.

"Change Request" means a request from a user for an operational change.

"Contracted Support Hours" Bronze, Silver, Silver Plus and Gold support levels as identified in section 1.1

"Service Ticket" means the tickets which are raised in relation to Incident or Request

"Service Desk" means the single point of entry for all Service Tickets and Requests which can be accessed over the phone, by email or via our portal

"Support Hours" means the contracted hours when the Service is supported (Bronze Silver, Silver Plus or Gold) as defined on the Order Form

"Time To Resolve Fault (TTRF)" means the length of time from the issue of the fault ticket

number to repair and resolution or the service and/or associated equipment.

3. Specific terms

3.1 Hours of support
The following table details the different Support Hours relating to the levels defined on the Order Form.

Service Level	Support Hours
Bronze	Standard business hours support 9am to 5.30pm week days, excluding bank and national holidays
Silver*	Support hours between 7am and 7pm weekdays, excluding bank and national holidays
Silver Plus*	Support hours between 7am and 7pm 7-days a week, including bank and national holidays, excluding Christmas day, Boxing day and new year's day
Gold*	Support hours 24/7

* Support out of standard business hours is for Level 1 & 2 Incidents only.

3.2 Third party services
Support for third party equipment and services are subject to the specific support agreements in place with those parties; where applicable Node4 will manage the fault with those third parties.

Copies of these agreements can be provided upon request from your Node4 Account Manager.

Third party services include (but are not limited to): vendor hardware & software support, Wide Area Network (WAN) services, cabling, power and environment.

3.3 Faults not covered

If the fault cannot be traced to Node4 services, network or equipment, or it appears to be a problem with resources or equipment for which we are not responsible, we will provide you with a report of tests that have been carried out and an explanation of how the fault was traced.

If Node4 prove beyond reasonable doubt that the fault is not related to a Node4 service, network or equipment, and you continues to request support then we reserve the right to charge for you for this support.

Should you require support services outside of Node4's obligations, this will be charged for.

4. Notifying Node4 of an incident.

4.1 Before contacting Node4

If you are not the designated IT contact for your company, please check beforehand that nobody within your organization has already raised a Service Ticket for the same fault.

To help us diagnose and resolve any suspected faults rapidly and effectively, you should endeavour to ensure that you are in possession of the following information when contacting Node4 technical support:

- Customer organisation name
- Details of the services provided by us to you
- Customer fault site address & relevant contact details
- Where there is a circuit fault – circuit details (DSL username, Telephone numbers, Circuit ID)
- Detailed description of the fault and steps to reproduce if appropriate
- Details of any tests you may have carried out
- Availability of access to the site for Node4 engineering staff, or their contractors
- Whether affected services can be taken out of service, if necessary, for testing

Please also check the Node4 Status website (www.n4status.com) for known issues / outages that may be affecting your service before raising an Service Ticket with technical support. Our helpdesk system also contains a knowledge base of common problems and solutions to check before contacting us.

4.2 Contact methods

All Incidents raised with Node4 will be tracked using our web-based helpdesk system.

Our preferred method of contact is for you to raise your own Service Ticket on this system via our support website.
https://support.node4.co.uk

If this is not possible, you can contact us via email (support@node4.co.uk) or telephone (0845 1232229 during contracted Support Hours only). Our technical staff will raise a Service Ticket on your behalf.

If you wish to raise an emergency Service Ticket for a Level 1 or Level 2 fault outside normal business hours, please email emergencysupport@node4.co.uk and this will alert our oncall engineer.

Each Incident will be assigned a unique 6 digit Service Ticket ID. Please quote this Service Ticket ID when:

- Requesting a progress report
- Calling back to say that the fault has been cleared
- Providing an update to a Technical Support Engineer

4.3 High priority incidents

If you raise a Level 1 or Level 2 priority fault (see definitions below) and we have not responded or acknowledged the fault within 30 minutes, please contact us by telephone on 0845 1232229.

5. Node4 identified incidents

Node4 may raise faults against alarms on the Node4 Network or customers monitored equipment. If a fault affects your services then we will use reasonable endeavours to promptly inform the named contact(s) via our helpdesk system primarily, or by telephone in circumstances where the fault means that that they would not receive email. The start time of a fault is the time it is detected by us and a Service Ticket number is allocated. For services

affecting multiple customers we will post updates on www.n4status.com

6. Incident resolution

6.1 Incident priority
Each new Incident will be assigned a priority level by a Node4 Technician based on the following definitions. These levels allow us to prioritise resources and escalate where appropriate.

Priority	Description Per day
1 - Critical	A major Incident resulting in total loss of service.
2 - High	A major Incident resulting in a severe service degradation or loss of service to a significant percentage of users.
3 - Medium	A minor Incident resulting in a limited or degraded service or a single end user fault.
4 - Low	General, non-service affecting support. This includes installation support.
5 - Change Request	Level 5 should be used for requesting a change to an existing service or system.

6.2 Incident status
As an Service Ticket is progressed, it will be assigned one of the following statuses by a Node4 technician. Not all incidents will pass through every status.

Status	Description
New	All new Incidents and the ones that are reopened get this status.
In Progress	Our technicians are working on solving the issue.
Awaiting Feedback	We are waiting for information or input from the customer
Closed	Customer has confirmed that solution is satisfactory Incident has been completed and closed by Node4* *If the fault re-occurs a Service Ticket can be re-opened.

6.3 Incident duration
All faults recorded by the Network Management System will be reconciled against the corresponding Service Ticket raised by the Technical Support Centre. The exact fault duration will be calculated as the elapsed time between the fault being reported to the Technical Support Centre and the time when Service is restored.

Node4 will use reasonable endeavours to adhere to the TTRF guidelines. Where fault resolution involves third parties, or hardware replacement, then this is subject to the support contracts in place with those parties.

6.4 Time to resolve fault (TTRF)
Time to resolve fault is defined as the time between the fault being reported with Node 4 (i.e. a Service Ticket is issued) and resolution of the problem (not including time waiting for customer input).

Hours of response is dependent on Service Level (Bronze, Silver, Silver Plus, Gold) All priority 1 & 2 faults should be raised via the Help Desk then followed by a phone call.

Business Hours

Description	Faults & Technical Queries Acknowledgement		Remedial Engineer Actions Commence		Time to Resolve		
Service	Cloud, Collaboration, SIPLink, DRaaS, MPLS, Ethernet, N4Protect, N4Protect DDoS, Managed Firewall	Broadband	Cloud, Collaboration, SIPLink, DRaaS, MPLS, Ethernet, N4Protect, N4Protect DDoS, Managed Firewall	Broadband	Cloud, Collaboration, SIPLink, DRaaS, MPLS, Managed Firewall	MPLS, Ethernet, N4Protect, N4Protect DDoS	Broadband
Priority 1	30 Mins	1 Hr	1 Hr	3 Hrs	4 Hrs	5 Hrs	24 Hrs
Priority 2	30 Mins	1 Hr	2 Hrs	5 Hrs	4 Hrs	5 Hrs	24 Hrs
Priority 3	1 Hr	2 Hrs	4 Hrs	7 Hrs	24 Hrs		24 Hrs
Priority 4	2 Hrs	N/A	12 Hrs	24 Hrs	72 Hrs		N/A
Priority 4	24 Hrs	N/A	N/A	N/A	120 Hrs		N/A

Non Business Hours

Description	Faults & Technical Queries Acknowledgement	Remedial Engineer Actions Commence	Time to Resolve	
Service	Cloud, Collaboration, SIPLink, DRaaS, MPLS, Ethernet, N4Protect, N4Protect DDoS, Managed Firewall	Cloud, Collaboration, SIPLink, DRaaS, MPLS, Ethernet, N4Protect, N4Protect DDoS, Managed Firewall	Cloud, Collaboration, SIPLink, DRaaS, Managed Firewall, MPLS, Ethernet, N4Protect, N4Protect DDoS	Broadband
Priority 1	1 Hr	2 Hrs	5 Hrs	24 Hrs
Priority 2	1 Hr	2 Hrs	5 Hrs	24 Hrs
Priority 3	Auto-mated	N/A	N/A	N/A
Priority 4	Auto-mated	N/A	N/A	N/A
Priority 5	Auto-mated	N/A	N/A	N/A

Change Requests will be completed during the Silver Support Hours within 3 days where requests are conducted within the support contract. This does not include Change Requests outside of the support contract, or Change Request implemented outside the Contracted Support Hours these will be dealt with as chargeable projects.

6.5 Incidents reports

Node4 will always try to give reasons for outage (RFOs) where possible. In most cases, this will be done on the Service Ticket. For major Incidents, or Incidents affecting multiple customers, we may issue a formal Incident Report. This will be released when we have completed an investigation into the cause of the fault and, as such, may be issued a few days after the Incident is resolved. Interim or follow-up reports may also be issued where appropriate. You can request an Incident Report through the Service Ticket or via your account manager.

7. Keeping you informed

You will be kept informed of progress on your Incident via our helpdesk system. You can log into the system at any time at https://support.node4.co.uk with your username and password to view the progress of your Incidents. For access to the helpdesk system, please speak to your Node4 account manager.

Email updates will be sent upon Service Ticket creation and every subsequent time the Service Ticket is updated (e.g. notes added, status changed etc.).

Updates will continue to be sent until the Incident has been closed, cancelled or the process is put on hold because, for example:

- You fail to provide any necessary information requested by us
- You fail to provide access to site when requested

- You request the fault to be put on hold until downtime is arranged

For Level 1 and Level 2 faults (see below) we will endeavour to contact you within 30 minutes of the fault being rectified to confirm restoration of service. Depending on the type of service, some Level 1 or 2 faults may be escalated within Node4 as part of our escalation procedure.

8. Escalation

Node4 have a support team structure and a formal set of internal processes designed to deal efficiently with technical support Incidents. These processes are outlined in the flowchart below.

Under normal circumstances most faults are dealt with quickly by our support team. We may escalate the problem internally to more senior technical support staff during the Incident management process and we will always endeavour to keep you informed of progress via the Service Ticket. If we feel it is necessary, we may also escalate the Incident within Node4's management hierarchy so that we ensure that the appropriate resources are made available. These 2 types of escalation are outlined below.

8.1 Functional escalation

Functional escalation is the normal transfer of an Incident to individuals or teams with a higher level of technical knowledge to reach a resolution. Many Incidents will be escalated internally in this manner. Standard process is to escalate through 1st, 2nd and 3rd line teams until the fault is rectified, but the nature of the problem may allow for the bypass some of these stages. As the Incident moves through this process, the Service Ticket will be updated at appropriate stages.

Outside Process

Incident Triggers

- Automated Monitoring Alert
- Customer Telephone Contact
- Customer Email Contact

Support Helpdesk

Incident Management / Functional Escalation

- Ticket Raised on Helpdesk
- 1st line Support Pick Up Ticket
- Categorise incident for severity / impact (Update Ticket)
- Major Incident — NO
- Can 1st line Resolve? — NO
- Is SLA Breach Likely? — YES
- Escalate to 2nd Level (Update Ticket)
- Escallate to 3rd Line (Update Ticket)
- 2nd Line Investigation
- 3rd Line Investigation
- Can 2nd Line Resolve? — YES
- Can 3rd line Resolve? — No
- Supplier TAC case / 3rd Party escalation
- Apply Technical Fix
- Confirm Issue Resolved with end user (Update Ticket)

Hierarchical Escalation

The Service Delivery Manager will coordinate the communication process with the customer when a fault is hierarchically escalated and will ensure that the appropriate resources (technical and financial) are available as required. This may include liaising with the Technical Manager or Managing Director and the appropriate 3rd parties. A communication schedule will be agreed with the customer and updates will be provided in line with this. If a technical solution cannot be implemented in a reasonable timescale, a corrective action plan will be discussed with the customer

- Service Delivery Manager monitors SLA implications and updates customer
- Escalate to 3rd Line and Service Delivery Manager (Update Ticket)
- Implement any Contingency Plans (Update Ticket)
- Can Supplier Resolve? — NO — YES

Service Review / Improvement

Post Incident Tasks

Some incidents may affect more than one customer and therefore have multiple tickets. These issues usually result in a direct escalation to 3rd line support but may not have a common ticket attached. CARs or Incident reports may be raised as a result of this kind of issue

If a CAR is raised, this may trigger other processes as required by ISO9001 and ITIL

- Raise Corrective Action Report if required
- Further Action Required — YES — NO
- Issue Post Incident Report If Required
- Close Incident (Update Ticket)

Additional Processes

- Service Review with Customer
- Continuous Improvement
- Supplier Review
- Product Review / Design

8.2 Hierarchical escalation

In some cases, an Incident will be escalated within the management hierarchy of Node4 alongside a functional escalation. There are several triggers for this and the level of escalation will depend on the details of the case. An Incident that has been escalated in this manner will usually be overseen by a dedicated Incident Manager (usually the Service Delivery Manager). Your Node4 account manager will also be included in communications.

8.3 Possible hierarchical escalation triggers

- A Service Level Agreement (SLA) breach is likely
- The Incident has been classified as major (e.g. a DR scenario, total loss of certain types of service etc.)
- The functional escalation process has failed to deliver a solution and external resource may be required.
- A formal customer complaint has been made regarding the handling of the Incident.