



3SIP SERVICES

TheVaultCorporation

More than just another Telco, A Telecommunications Solutions Provider...

Your IT and Backup Specialists...Ensuring your peace of mind...

Service Level Agreement for The IGD Group

Internet, Cloud and SIP Services

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<https://3SIP.Services>

We focus on delivering a result; to ensure your services are operational 24x7

Overview

This document describes the Service Level Agreement (SLA) for The IGD Groups Internet, Cloud and SIP Services.

This Service Level Agreement is designed to ensure that there is a shared understanding between the Customer and The IGD Group in relation to the service levels to be provided.

The IGD Group offers an SLA for its clients with any of its Internet, Cloud and SIP Services. This SLA defines the following:

- Service Availability Objectives
- Fault Severity Levels
- Target Response times to Faults
- Rebates for breach of Service Availability Targets
- Performance metrics

Service Level Agreement

Item	Performance Objectives
Service Availability Target:	99.95%
Service Availability Window:	24 hours a day 7 days a week.
Service Installation Target:	Up to 30 Business Days (non infrastructure build only)
Scheduled Outages:	Not included in the monthly service availability target.

Service Availability

The IGD Group will provide the following rebates for failure to attain the Service Availability Target, as indicated above.

Service Unavailability during Window	Rebate Entitlement
Up to 4 hours	Nil
Between 4 to 10 hours	5% of single months service access charge
Greater than 10 hours	10% of single months service access charge

Fault Restoration Time Targets

THE IGD GROUP provides the following mean time to repair targets, for the specific fault levels.

Fault Level	Mean Time to Repair (MTTR)
Minor, Major, Critical	4 business Hours
Cable break	No Guarantee - See Force Majure Clause in Terms and Conditions
Line Fault - 8x5xNBD	24 Hours

Fault Severity Levels

- **Low** : One user affected; Business processes can continue.
- **Minor** : Degradation in service performance, with service continuity remaining.
- **Major** : Intermittent service stoppages, causing intermittent service disruption.
- **Critical** : Continuous service stoppage, causing complete service disruption.

Fault Response Time Targets

The IGD Group provides the following target response times, for support queries, within the specified time periods.

Fault Severity Level	8am - 5pm Monday to Friday Target Response*	Other Times Target Response
Low	24 hours	48 Hours
Minor	8 Hours	24 Hours
Major	4 Hour	8 Hours
Critical	15 Minutes	1 Hour

**Excluding National or State Public Holidays (reverts to Other Times Target Response Times)*

Escalation – In the event our service team is unable to resolve your incident due to limitation of either skill or access to the appropriate systems your incident will be escalated and the above outline escalation response time have been outlined in the above table.

In all effort we endeavour to resolve all issues within the designated response times but due to potential external factors or variables may result in delays in resolution of specific incident we will ensure that all incidents are acknowledged and processed within the agreed service level agreement outlined above to ensure the soonest possible resolution of your lodged incident.

Incident Escalation Procedure

For Technical assistance or change requests please contact our service desk by one of the below methods:

1. Via our Service Desk Portal (**preferred method**)
 - a. <http://jira.thevaultcorp.com.au:8080/servicedesk>, allows you to add, updated and monitor open and historical Tickets, Signup/login required.
2. Via email ServiceDesk@igd.com.au
 - a. Send an email to our Service Desk in relation to the problem or query you have. Our automated tracking system will log and return an incident tracking number to you for your reference.

**** For Urgent, System Down or no response to Tickets Only use method 3 only.**

3. Via By Phone on 1300 The Vault (843 828)
 - a. Call our friendly Service Desk Team who will log and investigate any problems you may be experiencing. This process

Service Desk Operation

Our Service Desk operates between the hours of 8:00 AM to 5:00 PM Monday to Friday excluding Public Holidays. We offer 24/7 Emergency support and recommend in the cases where an issue is an emergency that you contact our service desk by phone to ensure the quickest resolution to your issue.

PABX Support Contract Inclusions and Exclusions (Remote Only)

System Operations	Frequency	Included
Daily backups	Automated Daily	Yes
Add/Remove User Extensions – up to 5 changes per month	As needed	Yes
PABX software or firmware Updates	As needed	Yes
Configure integration with Website / CRM / Office 365 ## (excludes code changes required on customer Website)	As needed	Yes
Configure Conferencing system	As needed	Yes
Maintain the Block list / Allow List IP addresses	As needed	Yes
Ensure operation of PABX as designed	As needed	Yes
Monitor operations of PABX	Daily	Yes
Add / Update DeskPhones and DeskPhone Firmware's	As needed	Yes
Add / Update Headset and software	As needed	Yes
Add / Update Mobile APP	As needed	Yes
Monitor Operations of SIP Trunks and Bridges	Daily	Yes
Configure Call Recordings	As needed	Yes
Configure inbound Fax Server	As needed	Yes
Business Operations		
Add / Update Business Hours	As needed	Yes
Add / update Holidays	As needed	Yes
Configure Voicemails for Extensions	As needed	Yes
Minor changes to existing Call Flow design code (must have access to source) 5 changes per month	As needed	Yes
Configure Music on Hold settings	As needed	Yes
Add / Update Simple Call Flows including Digital Receptions, Ring Groups and Call Queues	As needed	Yes
Provide user guides and training for Team Members	As needed	Yes
Create and Automate available reports	As needed	Yes
Design/Document Flow Chart for Call Flows	On Setup	Yes
Extras		
Professional Voice Overs	On Quote	No
Complete change of call flows and call queues	On Quote	No
Call Flow Design IVR development	On Quote	No
Add / Update Complex Call Flows including Digital Receptions, Ring Groups and Call Queues	On Quote	No
Design/Document Flow Chart for Call Flows after initial setup	On Quote	No

##Note: Some changes require Admin access to Customers external services like Office 365. We can only perform these changes if we have access to these external services.

Other Service Charges

Not all issues or changes can be resolved or completed remotely and, in some circumstance, will require a site visit.

In the event a site visit is required the below charges will apply (prices ex GST):

- \$90.00 call out fee per site visit
- \$150.00 per hour charged in half hour increments
- Afterhours - \$150 per hour minimum 4hrs
- Outside of Sydney plus travel, accommodation and out of pocket expenses