

Cloud Business Phones Service Level Agreement

August 2022

The Service Provider will make every endeavour to meet the targets set out in the schedule in tables 1-3 below. It should be noted, however, that Brigantia cannot be held responsible for (and will not apply financial remedies) to problems that are beyond its control.

Examples include (but not limited to) the following:

- Force majeure – full definition can be found in the Brigantia Masters Service Agreement.
- Failures of end-user equipment.
- Faults arising as a result of Cloud Business Phones equipment being connected to non-compatible third-party equipment/services or inadequate local network / broadband services.
- Third party supply problems where a supplier is in breach of its SLA with the Service Provider.
- Where issues arise, the Service Provider will do everything possible to mitigate the effects on end-users of any of the above eventualities.

Provisioning and Account Management Service Description	Details	Target
Hours available for 2nd line telephone support	09:00 – 17:00 Monday to Friday (excluding Bank Holidays)	Call answered or call back within 4 hours.
Hours available for 2nd line email support	09:00 – 17:00 Monday to Friday (excluding Bank Holidays)	Reply to email within 4 hours once email has been confirmed as received.
Process orders entered onto the portal (where can be processed at once)	Provisioning on the Altos platform	Within 8 working hours
End-user portal availability	For user self-configuration	99.95%