

Out of Hours - Definition of Services

Purpose of Document

Mainstream Digital Ltd offer a free of charge out of hours service to their clients. This currently provides for services to support our existing copper based product sets, but has been enhanced to give a level of out of hours cover to some of our other services.

Means of engagement

Out of hours services are accessed by dialling the standard number out of hours and this then routes the client to a pager service where they leave their details. This is then communicated via the pager to an on call technician who rings the client back to triage and offer the appropriate mitigations.

Portfolio of out of hours services

Telecomms and connectivity			
Action	Class of Service	Specific Tasks Undertaken	SLA to Respond
Telecoms Helpdesk Triage	Identify Service	Direct call to support resource	Within 1 hr of receiving page
Mitigate	Broadband Connectivity	Check ACS Service for Router Status	Within 1 hour of receipt of Triage
		If Service has failed, Log fault with provider. Proceed to mitigate telephony	Within 1 hour of Triage
Mitigate	Digital Telephony Failure	Divert Sip calls to another number	Within 1 hour of Triage
		Log call with connection Supplier for in hours resolution	Within 1 hour of Triage
Mitigate	Constant Connect V.0	Interrogate ACS to identify router and network status, conditional on using our hardware and subscribing to our service. Log call with primary connection supplier for in hours resolution	Within 1 hour of Triage
		Receive 85% usage alarm	Call client within 30 minutes of receipt of alarm

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		Review with client and gain permission to add tariff bolt on if required	
Mitigate	Constant Connect V2	Divert Sip calls to another number	Within 1 hour of Triage
		Log Calls with Connection supplier for in hours resolution	Within 1 hour of Triage
		Receive 85% usage alarm	Call client within 30 minutes of receipt of alarm
		Review and secure permission for tariff bolt on	
Mitigate	Constant Connect V3	Interrogate ACS to identify router and network status, conditional on using our hardware and subscribing to our service. Log call with primary connection supplier for in hours resolution	Within 1 hour of Triage
		Receive 85% usage alarm	Call client within 30 minutes of receipt of alarm
		Review and secure permission for tariff bolt on	
Mitigate	Constant Connect V4	Interrogate ACS to identify router and network status conditional on using our services and hardware	Within 1 hour of Triage
		Log Call with Connection Supplier for in hours resolution	Within 1 hour of Triage
		Receive 85% usage alarm	Call client within 30 minutes of receipt of alarm

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		Review and secure permission for tariff bolt on	

Mobile Services			
Action	Class of Service	Specific Tasks Undertaken	SLA to Respond
Mitigation	Call Barring	Bar Number/Calls	User dials Action desk
Information	Tariff warning	Customer Contacted	Within 1 hour of receipt of Tariff Warning
Service	Change Tariff	Customer requests tariff change. We send contract	Within 2 hours of receipt of customer request and signed contract
Mitigation	Faults	Service Provider contacted	Within 1 hour of receipt of customer call

IT Services			
	Available subject to Subscription		
IT helpdesk Triage	Connectivity	Interrogate ACS to identify router and network status conditional on using our services and hardware	Within 1 hr of receipt of page
		Contact End User and perform simple diagnostic checks (see flowchart)	Within 1 hr of receipt of page

SIP Services			
Action	Class of Service	Specific Tasks Undertaken	SLA to Respond
Mitigation	VOIP Connectivity Connection Failure	Redirection of Calls to number specified by client	Within 1 hour of receipt of Triage
		Notify SIP supplier of failure	Within 1 hour of receipt of Triage

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Mitigation	VOIP Connectivity PBX Failure	Redirection of Calls to number specified by client	Within 1 hour of receipt of Triage
		Contact engineering staff to arrange priority on site visit if under maintenance	Within 2 hour of receipt of Triage

Hosted Telephony			
Action	Class of Service	Specific Tasks Undertaken	SLA to Respond
Mitigation	Loss of Hosted due to loss of connectivity	Implement OoO Schedule as standard	During Configuration
		Log with service provider for resolution	With 1 hr of Triage
		Divert to Mobile if requested	Within 1 hr or request

Terms and Conditions of use

All stated services are provided on a free of charge best endeavour basis except for tariff changes or data bolt on actions, which are charged at the prevailing rate.

We do not commit to providing a resolution, with these services, but merely offer a best endeavour mitigation to the impact of the failure.

All services are provided remotely and we reserve the right to withdraw any or all of the above services from a client, in the event of abuse of our staff, or due to unavailability of resources.

We aim to make best endeavour to meet our published SLA for each mitigation or action, but we do not accept any liability for loss of business due to failure of your systems or services. This is a free of charge range of services which we offer for the benefit of our clients, but no liability is undertaken by Mainstream Digital or its staff, for the impact of any service which cannot be provided, or which exceed our SLA for delivery.

The purpose of these services is to offer some mitigation or circumvention of problems caused by product or service failures, and to log as soon as possible the failure of a service with the provider of that service, so that remediation can start as soon as the hours of business resume, be that the following day, or the following Monday.

The requirement for escalated remediation out of hours from our service providers will be liable to a formal annual charge and can be quoted for at the clients request.