

Mainstream Digital Ltd
Mainstream Hosted Service:
Service Level Agreement
Version 2.0
17th April 2022

This Agreement applies to the provision to you, (the "Customer"), by us, Mainstream Digital Limited, a company incorporated in England and Wales with Company Number 02742235 whose registered office is at 701 Stonehouse Park, Sperry Way, Stonehouse, Gloucestershire, GL10 3UT

Definitions of the terms used in this Agreement are detailed in the Definition's document that can be found in Terms & Conditions at www.msdigital.com

1. Scope of this agreement

This document provides details agreements related to Mainstream Hosted Platform and related ancillary services.

2. Definition of Service

The service is a Voice over IP (VoIP) service available to any customer with a UK based office. The service is only available to any site where Mainstream can provide a supportable Broadband Service.

3. Rental & Charges

3.1 The service is offered as a fixed term contract payable monthly for the provisioning and support of a VoIP end user port.

3.2 Fees will be payable as per agreed contract. This will mean where initial fees are charged these will be made in the first month of the contract. The rental of the service will be payable quarterly in advance.

3.3 Cancelling the service will incur 100% of fees for the term of the contract.

3.4 On termination at the end of the agreed contract Mainstream at its discretion may request the hardware to be returned at the client's cost.

3.5 Call charges to UK local and national numbers are inclusive within the agreed monthly limits. The monthly limits are aggregated across all the seats for a customer and equate to 2000 minutes per seat per month.

3.6 Call charges to UK mobile numbers are inclusive within the agreed monthly limits. The monthly limits are aggregated across all the seats for a customer and equate to 2000 minutes per seat per month.

3.7 Calls to UK Premium services and all non-local calls will be billed as per usage. Call rates available on request.

4. Network Requirements

4.1 The service operates over any appropriately sized network provided that each concurrent call presented at a network node is allocated 100Kb/s for both download and upload.

4.2 Mainstream will not be liable for any disruption in service as a result of 3rd party network issues beyond the management of Mainstream.

4.3 The level of service – quality & connectivity – is only supported where a suitable FTTC or FTTP service can be provided, and voice traffic is effectively segregated at the client site.

4.4 Where ADSL services are used for individual home users, Mainstream is not able to ensure consistent quality of

service. Mainstream will make best endeavours to assess sources of faults, with no guarantees.

5. Support

5.1 The Service Desk for this service is available between 08:00 and 18:00, Monday to Friday, excluding Bank Holidays.

5.2 Where clients have been given controlled access to the Hosted Service maintenance platform, any client changes that impact service are not the responsibility of Mainstream. Mainstream will attempt to correct any client mis-configurations as part of its standard support service.

6. Telephone numbers

6.1 Mainstream will endeavour to advise the client of the number porting timescales for moving services from ISDN or PSTN to Hosted. From order acceptance to number port complete can take up to 30 working days.

6.1.1 If number porting cannot take place on one or more of the numbers requested the client will be advised before the new service is set up.

6.2 During the actual port of numbers the client may experience a period of time when the number is not available.

6.2.1 During the port Mainstream will not be liable for any loss of service.

6.3 For the purposes of emergency calls, the main number will be registered at one UK based location which the client nominates.

6.4 At the start of the service all international and premium rate calls will be barred. The client can request unbarred ahead of the service switch-on, or at any time during the contract term.

7. Hosted Hardware

7.1 The service will only work with approved Mainstream supplied phones. The phones will be delivered to the client ready to use.

7.3 Phones and headsets supplied by Mainstream for this service are warranted for the total term of the contract.

7.4 Replacement of faulty devices will be subject to fair use review and mis-used devices will not be warranted.

8. Fraudulent Use of Service

8.1 The client will be liable for all call charges for use of the service. Any suspected fraudulent activity must be reported to Mainstream immediately.

8.2 To limit potential of the clients employees to create excessive and potentially fraudulent costs, the service will be default have all international and premium rates numbers barred.

8.3 The client must inform Mainstream of any other barring they require.

8.4 Mainstream will unbar any destinations the client requests, and the client accepts responsibility for costs of calling unbarred destinations.