

Customer Service Plan

January 2024



COMMSWORLD

commsworld.com

Introduction

Commsworld is a leading UK Telecommunications Network Provider and ISP. A true challenger provider in today's fast changing world of communications with a full portfolio of solutions to support all nature of organisations. This guide is designed to help existing and potential customers to better understand our services and what to expect from us as a customer across all areas of our business.

We have clients across all sectors covering Public Sector, Corporate, SME and Indirect.

- Over 2,200km Optical Core Network
- Connecting 40 Towns and Cities
- On-Net at 40+ datacentres across UK
- 120+ Points of Presence
- Over 50,000km of Metro dark fibre reach
- Over 6,500 circuits connected to the network.
- 1.6Tbit/s Core optical capacity
- Code Powers allowing Commsworld to build its own fibre.
- Access to other operators' products to allow cost-effective build i.e., PIA, DFX
- Work with all major fibre infrastructure providers
- Continued Year on Year growth



Underpinning our delivery model is our collaborative working relationship with our partners to ensure our customers receive exemplary service from best-in-class providers.

WAN Connectivity	FTTH	WiFi	Telephony	Smart Devices	5G	Security
<p>COMMSWORLD</p> <p>openreach</p> <p>sky</p> <p>TalkTalk</p> <p>Virgin</p> <p>CityFibre</p>	<p>COMMSWORLD</p> <p>CityFibre</p> <p>Onetomnia</p> <p>axione</p> <p>its.</p> <p>CommunityFibre</p>	<p>COMMSWORLD</p> <p>wifinity</p> <p>aruba</p> <p>Meraki</p> <p>JUNIPER</p> <p>aruba</p>	<p>COMMSWORLD</p> <p>8x8</p> <p>Mitel</p>	<p>UTOPI</p> <p>iOpt.</p> <p>NVT</p> <p>CGI</p>	<p>ADVA</p> <p>NOKIA</p> <p>NEOS NETWORKS</p>	<p>FORTINET</p> <p>Meraki</p> <p>JUNIPER</p> <p>CYBANETIX</p>

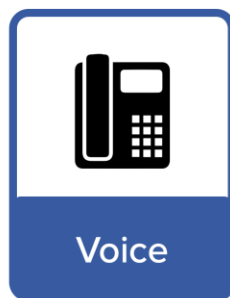
Our Mission

Our aim is to be Provider of choice for digital connectivity solutions specialising in exceptional delivery to clients across all sectors. We manage and control the largest privately funded Optical Core network in the UK with extensive on-net Metro reach. We further offer our clients a broad portfolio of Cloud, Security and Voice solutions delivering accessibility to client Applications and Data across the world. All supported by our strong in-house Service & Support capabilities, ISO accreditations and powerful accessible CRM portal.

Capabilities and Skills



- Broadband
- Ethernet
- Optical
- Direct Internet Access
- MPLS WAN
- Layer 2



- Hosted Voice
- Contact Centre
- SIP Trunking
- Teams Voice
- Mobile
- PSTN Switch-off (Readiness Assessment)



- Managed Firewall
- Cloud Firewall
- SD-WAN
- DDoS Mitigation



- LAN & WiFi
- Cabling & Electrical
- CCTV
- Access Control

Fault Logging and Enquiries

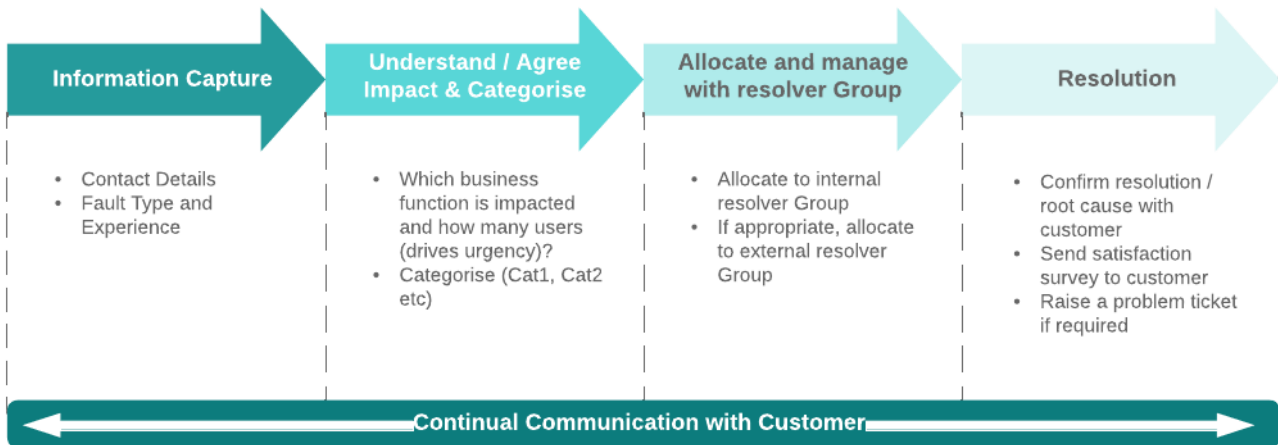
Commsworld realise that occasionally there may be a requirement to raise a fault or technical / general query with us. We operate an ITIL qualified, focussed, and professional Customer Service & Support team to help you through these occasions. Our Customer Service and Support teams are operational 24x7x365.



Certain fault types have differing response and resolution SLA's (explained later in this guide) but all faults raised with Commsworld will be resolved as quickly as possible.

A process of prioritisation is applied to all our incidents / requests, and this is determined by the product / service type and the business impact of the reported incident. Additionally, when the incident is related to a Telephone System, the level of support contract your organisation has purchased will also factor in the prioritisation.

An illustration on how we manage these incidents and enquiries is shown below:



To log a fault or raise a query with us at any time (24x7); in the first instance please contact us as per below:

- Call **0330 121 0000**
- Email **service@commsworld.com**
- or log directly via our portal **<https://crm.commsworld.com>**

****please note** that for urgent or high priority incidents it is imperative to call in addition to raising via email or our portal.

As per above process flow and to assist us categorise and process your issue effectively upon contacting us, please be prepared to provide the requested information such as:

- fault type (Circuit, Internet, Voice system, Security, LAN or Mobile).
- Site / circuit ref / telephone number impacted.
- business impact.
- how many users affected and
- contact details.

Please also be aware that as part of normal fault diagnosis, we may ask you to perform a number of trouble-shooting steps including reset / restart of equipment etc.

Technical Enquiries and Requests for Information should also be logged in this way but do not have SLAs attached to them, however we aim to respond within 5 working days (although typically, these are managed well in advance of that).

Fault Management and SLA's

Commsworld SLAs in respect of services delivered directly via our own Commsworld network are as follows:

Premium Ethernet

The Service Levels below are applicable to Commsworld Pure Fibre, Fibre Ethernet, Active Wavelength and On-net POP Ethernet

Service Levels

Category	Fault Criteria	Resolution Target	Working Hours
Cat 1	<ul style="list-style-type: none">Line / service down, no connectivityLess than 10% availability of predicted bandwidth throughputGreater than 10% packet loss	4 Hours	24x7, 365 Days Per Year
Cat 2	<ul style="list-style-type: none">Intermittent loss of connectivity that has a high degree of impact.Where fault is repeatedly demonstrated within 1 hourGreater than 100ms latency	12 Hours	9am-5pm, Monday-Friday, Excluding Holidays
Cat 3	<ul style="list-style-type: none">Intermittent loss of connectivityWhere fault intermittence cannot be demonstrated in 1 hourBandwidth throughput or other material quality of service issues	24 Hours	9am-5pm, Monday-Friday, Excluding Holidays
Cat 4	<ul style="list-style-type: none">End User application performance issues - General Service QueriesChange Requests	48 Hours	9am-5pm, Monday-Friday, Excluding Holidays

Ethernet over Broadband

EFM, EoFTTC, EoFTTP

Category	Fault Criteria	Resolution Target	Working Hours
Cat 1	<ul style="list-style-type: none"> Line down, no connectivity Less than 10% availability of predicted bandwidth throughput Greater than 10% packet loss 	6 Hours	24x7, 365 Days Per Year
Cat 2	<ul style="list-style-type: none"> Intermittent loss of connectivity that has a high degree of impact Where fault is repeatedly demonstrated within 1 hour Greater than 100ms latency 	12 Hours	9am-5pm, Monday-Friday, Excluding Holidays
Cat 3	<ul style="list-style-type: none"> Intermittent loss of connectivity Where fault intermittence cannot be demonstrated in 1 hour Bandwidth throughput or other material quality of service issues 	24 Hours	9am-5pm, Monday-Friday, Excluding Holidays
Cat 4	<ul style="list-style-type: none"> End User application performance issues - General Service Queries Change Requests 	48 Hours	9am-5pm, Monday-Friday, Excluding Holidays

Cloud Connect

Cloud Security Solutions (Cloud VPN, Cloud Firewall & DDoS platform)

Category	Fault Criteria	Resolution Target	Working Hours
Cat 1	<ul style="list-style-type: none"> Unable to access Cloud VPN Unable to access Cloud Firewall Unable to access DDoS Platform 	4 Hours	24x7, 365 Days Per Year
Cat 2	<ul style="list-style-type: none"> Intermittent loss of connectivity that has a high degree of impact to any of the provided Cloud Security solutions Where fault is repeatedly demonstrated within 1 hour Greater than 100ms latency 	12 Hours	24x7, 365 Days Per Year
Cat 3	<ul style="list-style-type: none"> Infrequent loss of connectivity Where fault intermittence cannot be demonstrated in 1 hour Bandwidth throughput or other material quality of service issues 	24 Hours	9am-5pm, Monday-Friday, Excluding Holidays
Cat 4	<ul style="list-style-type: none"> End User application performance issues General Service Queries Change Requests 	48 Hours	9am-5pm, Monday-Friday, Excluding Holidays

Colocation

Commsworld will process datacentre access requests within 4 hours of the request being received from an authorised person.

Broadband

ADSL / FTTC / FTTP

Category	Fault Criteria	Response Target	Working Hours
Cat 1	<ul style="list-style-type: none">No connectivity	8 hours*	9am-5pm, Monday-Friday, Excluding Holidays
Cat 2	<ul style="list-style-type: none">Intermittent loss of connectivity that has a high degree of impactWhere fault is repeatedly demonstrated within 1 hour	24 Hours*	9am-5pm, Monday-Friday, Excluding Holidays

Please note that end user performance issues and general service queries will be dealt with as quickly as possible on a best endeavours basis.

For the avoidance of doubt; if an ADSL / FTTC fault is identified to relate to the underlying telephone line, this will be logged with the line provider (BT for example) and will then follow the SLA for line repairs

*Please note that as per industry guidelines in support of National Broadband Infrastructure, the SLA shown is for response only. Resolution to any Broadband fault raised with Commsworld will be achieved as soon as possible.

Fault resolution Service Credits

In respect of services delivered over the Commsworld Network; for each failure to resolve Critical Faults (Cat1) within the target timescales, customers will be able to claim Service Credits at the end of each billing period, as set out below.

Performance beyond resolution SLA	Service Credits
<ul style="list-style-type: none">• From 1 to 15 hours beyond target, rounded up to the next whole hour.• More than 15 hours beyond target	<ul style="list-style-type: none">• 2.5% of monthly Charge for the affected Customer Premises per whole hour.• 50% of monthly Charge for the affected Customer Premises.

For the avoidance of doubt, Services operating on backup or resilient links, line errors and/or other intermittent faults which do not prevent Service use, would be excluded from the Critical Fault category.

Fault resolution times under this section will not apply to any faults that arise during a scheduled maintenance window.

Initially we will work remotely to resolve all network faults. If, after investigation, we consider that the fault has not been resolved or that a solution does not seem imminent, we may arrange for an engineer to visit the affected Customer Premise, or to provide replacement Company Equipment, unless we deem the fault to originate as a direct result of failure at a Customer Premises of any Company Equipment in respect of which we have no management or maintenance responsibility.

Progress towards resolution within Target Clearance Times may be affected by our inability to access Customer Premise(s) or equipment; clear detail on information requested as part of the fault diagnosis process, or your instruction for us to suspend progress for any reason. Should either circumstance occur, we will pause the incident (stop the clock) until action is taken to allow the incident resolution to be resumed. Overall duration of the fault will have the paused time removed from the calculation.

We will calculate total fault duration in seconds up or down to the nearest minute.

Service Credits are subject to the following:

1. To qualify for Service Credits, you must have reported to us one or more Critical (Cat1) Faults in relation to the particular Connection and not in relation to the network performance reports.
2. Service Credits will be applied against the subsequent billing period for qualifying Connections.
3. For any billing period, Service Credits will not total more than 50% of monthly recurring connection Charges for each affected Customer Premise.
4. You must submit written claims for applicable Service Credits to service@commsworld.com, no later than 30 days following the end of each billing period.
5. Acts of God / Force Majeure and faults beyond our reasonable control are excluded from the Service Credit regime.

Managed PBX Systems inc Contact Centre

Category	Fault Criteria	Resolution Target	Working Hours
Cat1	<p>Means a Service Incident which:</p> <ul style="list-style-type: none"> constitutes a loss of the Services which prevents a large group of End Users (of at least 50) from working; or has a critical impact on the activities of the Customer; or causes significant financial loss and/or disruption to the Customer; or results in any material loss or corruption of Customer Data <p>Non-exhaustive examples include: A failure of the Services to provide user authentication service; or at least 50 End Users unable to work.</p>	4 Hours	24x7, 365 Days Per Year
Cat2	<p>Means a Service Incident which:</p> <ul style="list-style-type: none"> has the potential to have a major (but not critical) adverse impact on the activities of the Customer and no workaround acceptable to the Customer is available; or has the potential to cause a financial loss and/or disruption to the Customer which is more than trivial but less severe than the significant financial loss described in the definition of a Service 1 Service Incident; or causes financial loss and/or disruption to the Customer; or affects greater than 25 but less than 50 End Users. <p>Non-exhaustive examples include: Corruption of organisational database tables or loss of ability to update Customer Data.</p>	12 Hours	24x7, 365 Days Per Year
Cat3	<p>Means a Service Incident which:</p> <ul style="list-style-type: none"> has the potential to have a major adverse impact on the activities of the Customer which can be reduced to a moderate adverse impact due to the availability of a workaround acceptable to the Customer; or has the potential to have a moderate adverse impact on the activities of the Customer; or affects less than 25 End Users <p>Non-exhaustive examples include: inability to access data or a class of customers.</p>	24 Hours	9am-5pm, Monday-Friday, Excluding 25 th / 26 th December & 1 st / 2 nd January
Cat4	<p>Means a Service Incident which has the potential to have a minor adverse impact on the provision of the Services to End Users.</p> <p>Non-exhaustive examples include an inability to access data for a single customer.</p>	48 Hours	9am-5pm, Monday-Friday, Excluding 25 th / 26 th December & 1 st / 2 nd January

SIP Trunking & Teams Connect

Commsworld may provide SIP Trunks to deliver phone system or Managed PBX connectivity over an access circuit. Resolution targets for faults occurring on the SIP Trunk (not the underlying access circuit) are as follows:

Category	Fault Criteria	Resolution Target	Working Hours
Cat 1	<ul style="list-style-type: none"> • Critical Fault • Complete Loss of service • Multiple sites or services affected 	4 Hours	24x7, 365 Days Per Year
Cat 2	<ul style="list-style-type: none"> • High Priority Fault • Loss of service • Single site or service affected 	12 Hours	24x7, 365 Days Per Year
Cat 3	<ul style="list-style-type: none"> • Medium priority fault • Disrupted service • Multiple or single sites or services 	24 Hours (3 working days)	9am-5pm, Monday-Friday, Excluding Holidays
Cat 4	<ul style="list-style-type: none"> • Low priority fault • Single Number Destination • Quality of service / call quality 	56 Hours (7 working days)	9am-5pm, Monday-Friday, Excluding Holidays

Mobile Telephones

Category	Fault Criteria	Response Target	Working Hours
Cat 1	<ul style="list-style-type: none"> • Phone Lost / Stolen* • No service (following restart of phone) 	1 Hour	8:30am to 11:00pm Monday to Friday 9:00am to 5pm Saturday / Sunday Excluding bank holidays.
Cat 2	<ul style="list-style-type: none"> • Intermittent loss of service that has a high degree of impact • Where fault is repeatedly demonstrated within 1 hour 	8 Hours	9am-5pm, Monday-Friday, Excluding Holidays

Dedicated / Legacy PSTN connectivity

Commsworld may provide physical telephone lines (Analogue, ISDN2, ISDN30) as connectivity for a provided phone system, or simply for adding standard phones to. Resolution of faults reported to us are subject to the associated Care Level as shown below. Care Level 2 (Business Plus) is supplied as standard on all Commsworld telephone lines and faults raised with us will follow that SLA unless care level 3 or 4 has been purchased specifically at time of order.

Care Level	Resolution Target	Working Hours
Care Level 2 business plus	Prioritised on the day, clear by 23:59 next day.	Monday to Saturday, excluding public and bank holidays. For example, report Tuesday, clear Wednesday.
Care Level 3	Report 13.00, clear by 23:59 same day.	Report after 13:00 clear by 12:59 next day, Seven days a week, including public and bank holiday.
Care Level 4	Clear within 6 hours	Any time of day, any day of the year.

****Please note** that whilst Commsworld will continue to support legacy / traditional PSTN connectivity where we have provided it, the service is actively being withdrawn across the UK and alternative products are available from Commsworld. We are actively contacting our customer base to discuss alternative solutions.

Incident Escalation

Commsworld realise that the nature of a fault may change during the fault lifecycle and the impact may become more severe to your business. At this time, you may wish to escalate your fault.

During normal working hours Commsworld's escalation process should always begin with our Customer Service team who will manage the escalation via the below escalation path.

Unified Communications escalation:

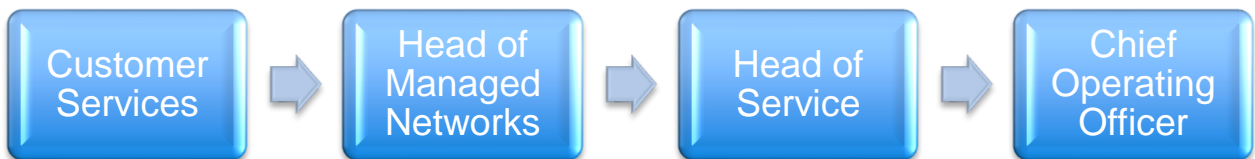


Head of UC – Mark Gallagher (mark.gallagher@commsworld.com)

Head of Service – Jen Wilson (jen.wilson@commsworld.com)

Chief Operating Officer – Bruce Strang (bruce.strang@commsworld.com)

Connectivity escalation:



Head of Managed Networks – Ken McKnight (ken.mcknight@commsworld.com)

Head of Service – Jen Wilson (jen.wilson@commsworld.com)

Chief Operating Officer – Bruce Strang (bruce.strang@commsworld.com)

Outside of normal working hours, escalation begins with the On-Call engineer and follows the same process flow as shown above.

Change Management

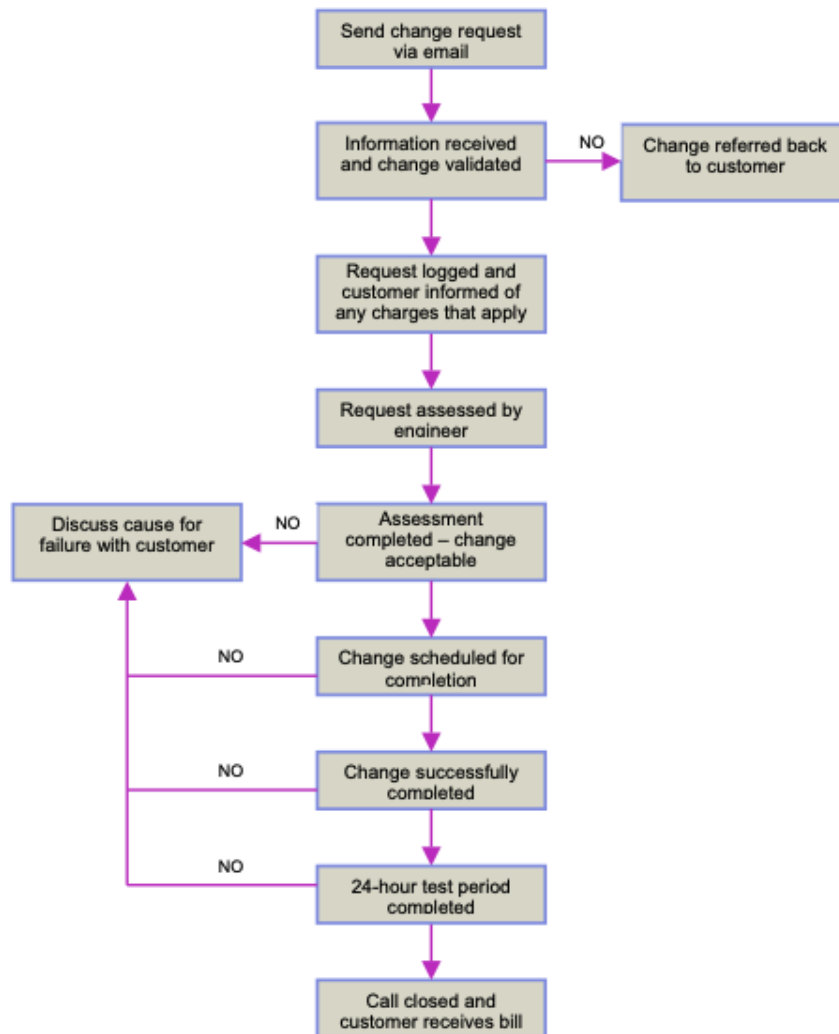
ITIL states that the primary objective of Change Management is to enable beneficial Changes to be made, with minimum disruption to IT Services.

In adopting ITIL Best Practice, Commsworld applies a robust change control policy.

To support this policy, Commsworld provides a Service Desk solution to log Requests for Change (RFC) in our corporate CRM; Heads of department in the role of Change Managers who intimately understand the business and technology requirements to agree changes within their area of responsibility and a Change Review Board (CRB) for Significant or Urgent change requests to be agreed collectively. Commsworld's Change Review Board (CRB) is an amalgamation of these department heads who are responsible for the key business areas and the technology employed to deliver our services.

Customers will be informed of a potentially service impacting change at least 10 working days prior to the change.

Our Change control process flow is exemplified below.



Complaints

Issues relating to the overall provision of service and customer experience, including formal complaints should again be logged with our Customer Service team in the first instance (service@commsworld.com) who will escalate your concerns to our Head of Service – Jen Wilson (jen.wilson@commsworld.com)

A formal complaint will be logged and acknowledged within 1 working day and responded to within 10 working days, during which time investigation of the complaint will have taken place and initial findings collated to inform our response. Our aim is to always work towards agreeing a solution with the customer as quickly as possible.

Upon reaching our final position, and in the unlikely circumstance that the complaint has not been resolved to the customer's satisfaction, a Deadlock letter will be issued to the customer which can then be used to pass to the Ombudsman. Customers have up to 12 months to contact the Ombudsman from receipt of a Deadlock letter.

Order Management

Delivery of Network Solutions



Upon order and contract acceptance, Commsworld operate a process of delivery which follows the below lifecycle. Each stage of the lifecycle is typical for all Commsworld network services. Where a multi-site provision is required (such as an MPLS WAN), Commsworld will build and agree a project plan which will incorporate these key stages in order to provide the overall solution in accordance with your business requirements, whilst applying reasonable endeavours to ensure site by site sequential preference is taken into consideration to deliver the overall solution, however please note that billing will commence upon completion of individual circuits in a multi-site solution as they become live.

	Premium Fibre / Fibre Ethernet	Ethernet over Broadband (Inc EoFTTP, EoFTTC)	Broadband (Inc FTTC, FTTP)
Acceptance Commsworld Order Management internally validate the order to ensure we have all appropriate information to begin the provisioning process	2	2	2
Planning The planning process includes: <ul style="list-style-type: none"> Up to 5 working days of order processing/validation (supplier) Up to 20 working days for planning & build stage (includes conducting Site Survey) Up to 10 working days for results following survey completion 	20 to 35	1 to 2	1 to 2
Civils, Cabling, 3rd Party Ordering <ul style="list-style-type: none"> Cable install (civils work if required) Site access requests Cable testing 	15 to 45	4 to 13*	4 to 13*
Fit and Test <ul style="list-style-type: none"> Supplier Installation Supplier end to end testing 	5	1	1
Handover <ul style="list-style-type: none"> Final Router installation and throughput testing Updating records Handover certificate 	5	1 to 2	1 to 2
	47 to 92	9 to 20*	9 to 20

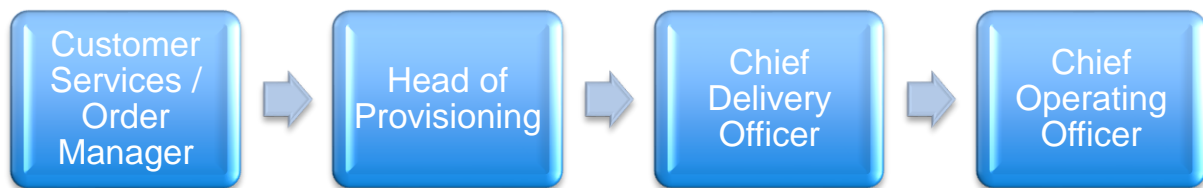
Whilst the desire is always to have all new circuits operational within a relatively short timescale, the very nature of circuit deployments involving different technologies and bandwidths into different parts of the country can make this a complex exercise.

The above lifecycle shows target timescales to deliver solutions based on different underlying technologies, but any single location could easily fall foul of circumstances that are out with the control of both Commsworld and the customer. These are typically seen as Excess Construction Charges and construction delays (where the construction requirements are beyond the normal installation fee, often due to distance or complexity to build to a customer premises), Council planning & traffic management, site access issues, wayleave and landlord issues. It is important to understand that any of these elements could delay the deployment of circuits if they cannot be handled and overcome in a timely fashion by all parties, and whilst Commsworld will always make best effort to minimise any impact; responsibility for any such delays is regarded as outside of Commsworld's reasonable control.

Escalation

As with incidents, there may be occasion whereby the delivery of a solution may require escalation.

Similarly, to the previously detailed escalation process, escalation should be requested either through Customer Services or your Order Manager and will follow the below escalation path:



Order Management Team Manager – Stephen Houston (Stephen.houston@commsworld.com)

Chief Delivery Officer – John McDermott (john.mcdermott@commsworld.com)

Chief Operating Officer – Bruce Strang (bruce.strang@commsworld.com)

Contact

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