# SIP Trunk Flexx
## Service Level Agreement (SLA)

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NFON

Version 1

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# Table of contents

# 1 Service Definition

This Service Level Agreement is applicable to the services defined in the following documents:
- Service Description SIP Trunk Flexx

# 2 Availability

The services described are provided by NFON with an availability of 99.9% measured on a yearly basis for relevant telephone systems and with an availability of 98% measured on a yearly basis for all web services including API interfaces.

Planned downtime or service interruptions during the agreed maintenance window are excluded from the calculated availability.

NFON is permitted to limit access to individual services or individual functions if this is required for network security, network integrity or data integrity reasons or to avoid further critical incidents

# 3 Change Management

Changes may include configuration changes, functional changes or improvement of existing functions.
Such changes may have an impact on the availability or the scope of the service provided.

## 3.1 Change Kategorien

### 3.1.1 Standard Change
A standard change will have no impact on the availability of the service provided and the scope of the service will be unchanged.
A standard change will not be announced in advance and will only be implemented during the maintenance window.

### 3.1.2 Change
A change may have an impact on the availability of the service provided and there may also be a change to the service provided. e.g. changes to on-screen logos, buttons and labels.
Such changes will always be announced in advance and must be implemented during the maintenance window.

### 3.1.3 Emargency Change
A change which needs to be implemented immediately to guarantee the availability or functionality of the service provided.

Such changes will not be announced in advance but will always be notified after implementation. Emergency changes may be implemented at any time.

Customers are not permitted to opt out of changes to the services provided. NFON needs to be able to implement such necessary changes on behalf of all customers.

## 3.2 Maintenance Window

The following maintenance windows apply to the services provided:

| Maintenance Window | |
|---|---|
| Working day | -Starting Tuesday 22:00 CET until Wednesday 2:00 CET |
| | -Starting Thursday 22:00 CET until Friday 2:00 CET |
| Weekend | -Starting Saturday 22:00 CET until Sunday 6:00 CET |

During summer time CEST applies instead of CET

# 4 Incident und Service Request Management

## 4.1 Incident

Incidents are reported either by the NFON monitoring system or by the customer/user.

If only a single customer is affected, an incident ticket in the NFON ticket system is opened. The customer will receive a unique ticket number for each service request by e-mail. This ticket number is required for all further communication regarding this incident.

General service interruptions (e.g. for maintenance) are published at status.nfon.com

If the customer is served by an NFON partner, the incident ticket needs to be opened by the NFON partner. No direct communication between NFON and the customer is permitted.

If the customer is unable to provide all the information needed for the resolution of the incident, or is not available to resolve the incident, the SLA is suspended until all required information is provided or the customer is available again.

If the cause of the incident was not the responsibility of NFON, NFON reserves the right to charge the customer for any costs incurred

## 4.2 Service Request

Service requests are opened by the customer/user via the central service desk.

For reach service request a service request ticket is opened in the NFON ticket system. The customer will receive a unique ticket number by e-mail for each service request. This ticket number is required for all further communication regarding this service request.

If the service is provided to the customer by an NFON partner, service requests need to be opened by the NFON partner. Direct communication between NFON and the customer is not permitted.

# 4.3 Service Desk

The NFON Service Desk is available via the following communication channels – 24x7:

Phone: +49 89 453 00 555 or +49 800 6366 555

# 4.4 Incident Category

Every incident will be categorised by NFON using the following two measures:
- Criticality – a measure of the service criticality of the relevant component of the NFON cloud platform
- Impact – measure of the extent of the incident and of the potential damage caused by the incident befo-re it is resolved

### 4.4.1 Service critically

NFON uses the following criticality levels to measure incident priorities:
- Critical
- High
- Normal
- Low
- Very low

The level of criticality depends on the service that the incident is related to, as follows:

| Related Service | Critically |
|---|---|
| Telephone System | Critical |
| PSTN | Critical |
| Device Integration | High |
| eFax | Normal |
| Device Provisioning | Low |
| Web Services | Norma |

### 4.4.2 Service impact

| Impact Category | Beschreibung |
|---|---|
| No Impact | No users affected |
| Less than 10% | Less than 10% of customer extensions are affected |
| Less than 50% | Less than half of customer extensions are affected |
| More than 50% | More than half (but not all) of customer extensions are affected |
| All | All customer extensions are affected (i.e. a complete loss of service) |

### 4.4.3 Service Incident Priority Matrix

| Impact / Criticality | Very low | Low | Normal | High | Critical |
|---|---|---|---|---|---|
| No impact | Very low | Low | Low | Low | Normal |
| Less than 10% | Low | Low | Low | Normal | High |
| Less than 50% | Low | Low | Normal | High | High |
| More than 50% | Low | Normal | High | High | Critical |
| All | Normal | High | High | Critical | Critical |

### 4.4.4 Service Levels

The service level for an incident is based on the impact category of the incident.

The service level for service requests is always the same

| Category | First Response | | Target Resolution time | |
|---|---|---|---|---|
| | 5x10* | 24x7* | 5x10 | 24x7 |
| **Indicent** | | | | |
| Critical | – | 2 hours | – | 6 hours |
| High | – | 4 hours | – | 8 hours |
| Normal | 6 hours | - | 10 hours | - |
| Low | 8 hours | - | 30 hours | - |
| Very low | 10 hours | - | 50 hours | - |
| Service Request | 10 hours | - | 50 hours | - |

*5x10 means at a time within the NFON Service Level Window

**24x7 means around the clock

First response means the time between when the incident was accepted by NFON and logged in the ticket system and the first qualified non-automatic response by NFON (phone or e-mail)

# 4.5 Service Level Window

The NFON Service Level Window is Monday to Friday 08:00 – 18:00 CET or CEST excluding uniform German public holidays.

The service hotline to report Incidents and Service Requests is available 24x7.