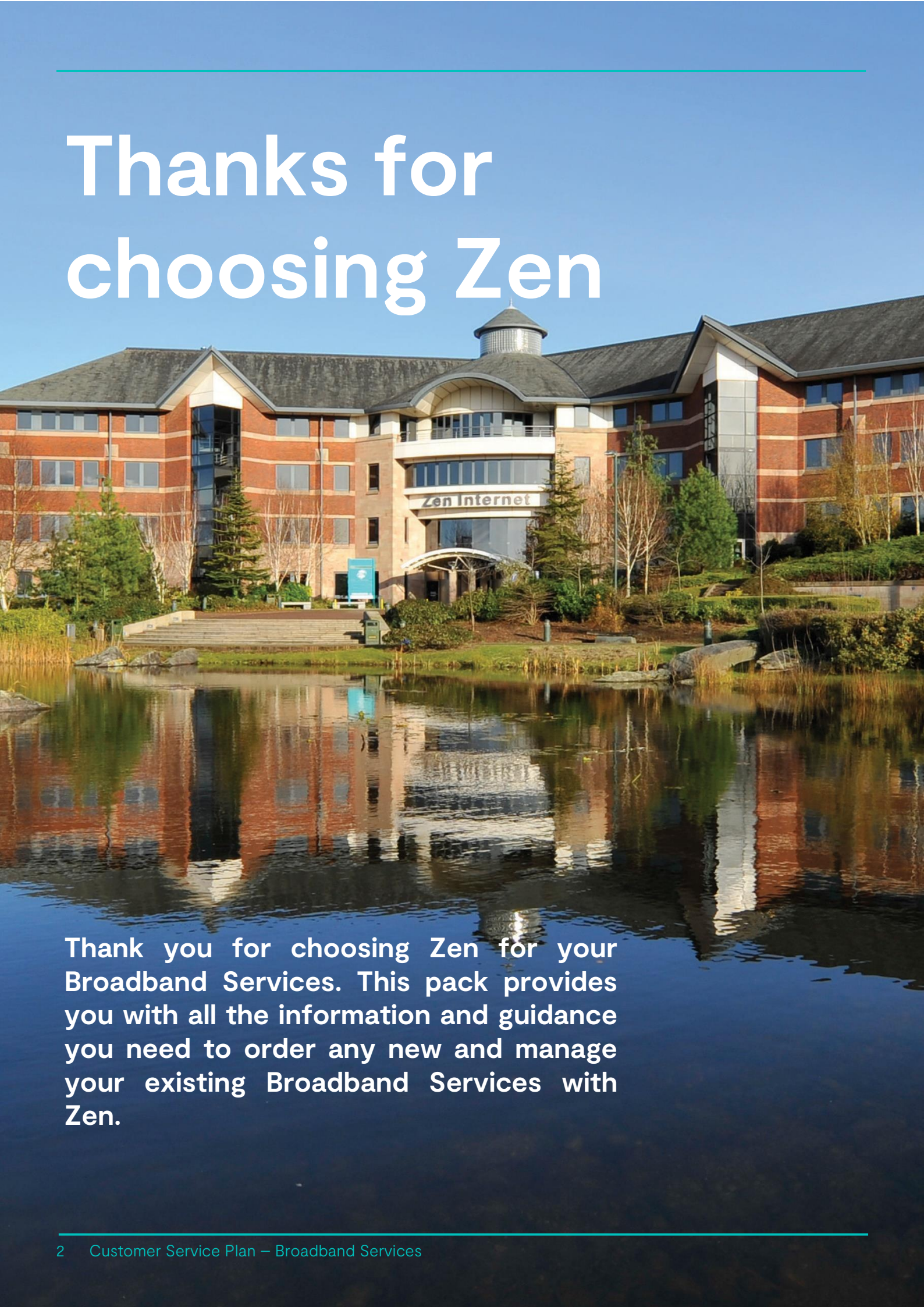


Broadband Services

Customer Service Plan



Thanks for choosing Zen



Thank you for choosing Zen for your Broadband Services. This pack provides you with all the information and guidance you need to order any new and manage your existing Broadband Services with Zen.

Ordering services & product enquiries

To order new Zen Broadband service(s) or to enquire about product specific information, availability and pricing:

Stage	Contact
Broadband order placement	Zen Account Manager

Core business hours

Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays)
Weekend / Bank Holidays – Closed

Order placement pre-requisites

- A working telephone line into the premises.
[Excludes FTTP. Refer to: WLR Services' CSP provided as part of this CSP pack]
- FTTP enabled premises.
(Applies for FTTP services only)
- Registered premises/postcode within Openreach and Royal Mail Database
- A Site Contact name and contact number to support the service installation
- Registered premises/postcode within Openreach and Royal Mail Database.

Order acceptance and delivery

Data validation is completed prior to acceptance of an order. Incorrect/ missing data will lead to a delay in order acceptance and service provision.

Following receipt of an order, the Zen Provisioning team will process the order within 3 working days.

An order acceptance email, containing a unique order reference number will be emailed to the pre-designated customer order contact.

Broadband expedite

If there is a requirement for the Broadband service to be delivered in advance of the standard lead-times, please enquire with your Zen Account Manager at the point of order placement. A chargeable expedite option may be available to improve the delivery date. Expedite services are delivered on a best endeavours basis, therefore an improvement to the delivery date is not guaranteed.

Note: Expedite options are not available for FTTP.

Site access

Failure to allow an engineer on-site will result in an aborted visit charge (AVC) being raised and will impact on service delivery timescales. If there are any site access requirements for engineers attending a service installation including where SSRAMS (Site Specific Risk And Method Statement) and/or Wayleave is required, please inform the Zen Account Manager at the point of order placement.

Aborted Visit Charge (AVC)	£ 90 + VAT
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Note: The charges are correct at the time of publishing this document and may be subject to change.

The customer needs to be available on-site for the entire duration of the appointed slot.

Hardware

Stage	Contact
Hardware order placement	Zen Account Manager

Core business hours

Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays)

Weekend / Bank Holidays – Closed

Managed router

Managed hardware which is Customer solution specific should be ordered at the order placement stage.

Note: Inform the Zen Account manager of any solution specific or site specific hardware configuration requirements including full address for the router delivery. Unless specified otherwise, the router will be dispatched to the service installation address.

Non-managed router

Non-managed routers ready to work with your Broadband connection when plugged to your new or existing DSL service can also be provided. Installation guide will be enclosed with your new router. Unless specified otherwise, the router will be dispatched to the service installation address.



Service provision enquiries & updates

Stage	Contact
Order updates – Broadband and Hardware	Zen Provisioning team 01706 902 902 solutioncustomerservices@zen.co.uk

Core business hours

Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays)

Weekend / Bank Holidays – Closed

Target response time for queries – 8 working hours

Services installation target lead times:

Activity	Standard Target Lead Time
Broadband Connection (ADSL + FTTC)	10 – 15 business days from order acceptance
Broadband Connection + Line Simultaneous Install (SIM)	10 – 15 business days from order acceptance
FTTC Install:	
Existing ONT (Optical Network Termination) on site with port capacity.	1 – 2 working days
No ONT (Optical Network Termination) on site	Subject to desktop survey completed by Supplier
DSL Migration	10 – 15 business days from order acceptance
Service Regrade: Broadband to FTTC	10 – 15 business days from order acceptance
Service Regrade : Internet facing to VPN	5 – 10 business days from order acceptance
Service Regrade : VPN to Internet Facing	5 – 10 business days from order acceptance

Note: Target lead times may be subject to change where an MBORC (Matters Beyond Our Reasonable Control) has been declared.

Service installation

The customer will be notified in advance of the day and slot allocated for the service installation. If the slot or date is not suitable, the customer needs to contact Zen to amend the appointment to a more suitable date.

Changes to appointments can be made up to 2 working days before the appointment. Any requests to change the appointment day or slot following the cut-off will result in an aborted visit charge.

Service installation appointment

Activity	Engineering appointment	Site access required
Broadband (ADSL + FTTC) Installation	All Day appointment	No
Broadband + Line Simultaneous Installation (SIM)	AM – 08:00 – 13:00 PM – 13:00 – 16:00	Yes
FTTP Installation	AM – 08:00 – 13:00 PM – 13:00 – 16:00	Yes

Note: Where there is already a working line to the premises, a go live date will be provided for an ADSL service. This is an all-day appointment. The customer is not required to be on site unless instructed otherwise.

Site Access

Failure to allow an engineer on-site will result in an aborted visit charge (AVC) being raised. If there are any site access requirements for engineers attending a service installation including where SSRAMS (Site Specific Risk And Method Statement) and/or Wayleave is required, please inform the Zen Account Manager at the point of order placement.

Aborted Visit Charge (AVC)	£ 90 + VAT
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Note: The charges are correct at the time of publishing this document and may be subject to change.

The customer needs to be available on-site for the entire duration of the appointed slot.

Hardware Installation

New Service provision: Zen will dispatch the router at the point when a date has been agreed for the installation of your service.

Existing Service: When a router is ordered to complement an existing connection, Zen will dispatch your router within 5 business days from the order being accepted.

Note: Hardware delivery is available within the UK only. For Managed Hardware, the customer will be notified of hardware dispatch and hardware installation appointment with a Zen Service Desk Engineer. 72 hours' notice is required for any customer initiated booking request to schedule a managed install with a Zen engineer.

In-flight order cancellation

If you wish to cancel your order in-flight, please contact the Zen provisioning team by phone 3 working days prior to the target completion date. Failure to do so will result in the service being billed and contract terms being applied.

Stage	Contact
In-flight order cancellations	Zen Account Manager

Escalation matrix Provisioning

If you are having problems with your order progression, you can escalate through the following stages using the escalation criteria specified below:

Considered response time 8 working hours CC Level 3, Level 1 & Zen Account Manager	Level 4	Head of Provisioning	Customer	Senior Management	Escalate via Manager
Considered response time 8 working hours CC Level 2, Level 1 & Zen Service Manager	Level 3	Provisioning Team Manager		Manager	Maintain escalation Level 3 Contact Escalate to Level 4 if Escalation Criteria met at Level 3
Considered response time 6 working hours CC Level 1	Level 2	Provisioning Escalation Lead escalation@zen.co.uk		Service Desk	Maintain escalation Level 2 contact Escalate to Level 3 if Escalation Criteria met at Level 2
Escalation Entry, Qualification and Acceptance Preferred method: Telephone	Level 1	Provisioning Desk solutioncustomerservices@zen.co.uk 01706 902 902		Service Desk	Escalation Request Preferred method: Telephone

Escalation Criteria:

- Poor quality of updates
- Customer is not satisfied with the service being provided by the Provisioning team member
- The team have not responded to an email query within target response time of 8 Hours
- Agreed plan of action or timescales at a specific Escalation level are not met

Note Escalations can only be raised by the Customer contacts who are registered as named contacts against the Order for which the escalation is being requested on :

Escalations will be accepted and managed: Mon – Fri 09:00–17:00



In-life service issues Incident management

Stage	Contact
In-life service issues	Zen Service Desk 01706 902 902 solutionsupport@zen.co.uk

Core business hours

Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays)
Weekend / Bank Holidays – Closed

Target response time for queries – 8 working hours

Incident logging

The customer must:

- Be a Named Contact on the account and compliant with GDPR requirements.
- Be able to provide the Zen reference pertaining to the service affected by the issue.
- Provide the description of the issue being experienced and any (additional) reasonable information requested by the Service Desk.
- Ensure that they have carried out all reasonable diagnostics to eliminate any internal equipment that could be the potential cause of the service issue.

Note: Additional checks may be requested by the Zen Service Desk to support identification of the root cause. A diagnostics check list can be provided to the customer upon request.

Planned Engineering Works & Incident Notification

Any network wide incidents or maintenance activities which may affect multiple Broadband services will be published on the Service status pages outlined below:

<https://status.zen.co.uk/broadband/>

<https://servicealerts.zen.co.uk>

Service	Zen Responsibility	Customer Responsibility
Broadband (DSL and FTTC)	Up to the Distribution Point or the NTE (Main Internal Phone socket)	Beyond the Distribution Point or the NTE (Main Internal Phone socket)
FTTP	Up to the ONT (Optical Network Termination) Unit. (ONT is Openreach installed equipment)	Beyond the ONT unit.
Internal Cabling	Not Responsible	Fully Responsible
LAN	Zen Managed Router up to the LAN port interface. This excludes any cabling from the distribution point/ broadband terminating socket / ONT (FTTP) to the router.	All locally connected devices e.g. Wi-Fi access points, LAN switches etc. This includes any cabling from the distribution point/ broadband terminating socket / ONT (FTTP) to the router.

Note: Zen will be responsible for any devices which operate under the Zen Managed service offering but not responsible for any cabling leading up to / connecting the managed devices.

Incident acceptance and resolution

Once a service fault has been established and to support timely resolution, the customer must provide a Named Contact who will be responsible for;

- Receiving incident updates via online tracker, email or phone and sharing that internally to the affected site users,
- Owning the incident management process relating to any customer action requirement through to incident resolution,
- Consenting to any potential engineering charges that may be applicable if the service fault is caused by or lies in the customer responsibility domain (Refer to table above),
- Providing site availability, should a supplier Engineer be required to attend the premises to fix a fault,
- Providing a site contact who can;
 - ✓ Grant site access for supplier Engineers (if required),
 - ✓ Test service post fault resolution,
 - ✓ Confirm service has been resumed post fault resolution in order for the incident to be closed.

Charges

Specific charges can occur in the event of:

- Supplier Engineer on fault investigation determines NFF (No fault found) with Service.
- Supplier Engineer on fault investigation determines RWT (right when tested) with Service.
- Supplier Engineer on fault investigation determines damage to the line within customer curtilage.
- Supplier Engineer is refused access or no customer is available to allow Engineer access on fault repair tasks.

Service	Charge
ADSL	£ 140 + VAT
FTTC and FTTP	£ 165 + VAT
Aborted Visit Charge (AVC)	£ 90 + VAT

Note: The charges are correct at the time of publishing this document and may be subject to change.

Service SLA

Service	Target Fix Time	Incident Cover
Maintenance cover – Standard care	Best Endeavours	Core Business Hours
Maintenance cover – Critical care	12 Hours	24 / 7 / 365
Managed Hardware	4 hours after acceptance of Hardware fault (UK Only)	24 / 7 / 365
Non-Managed Hardware	N/A	N/A

Note: Fault Fix target lead-times may be subject to change where a supplier MBORC (Matters Beyond Our Reasonable Control) has been declared.

Critical Care target fix times are only applicable if a service fault is determined via line testing.

Escalation matrix Incident management

You can escalate through the following stages using the escalation criteria specified below:

Considered response time 4 working hours CC Level 3, Level 1 & Zen Service Manager	Level 4	Head of Technical Support	Customer	Senior Management	Escalate via Manager
Considered response time 3 working hours CC Level 2, Level 1 & Zen Service Manager	Level 3	Technical Support Manager		Manager	Maintain escalation Level 3 Contact Escalate to Level 4 if Escalation Criteria met at Level 3
Considered response time 2 working hours Initial acknowledgement 1 working hour CC Level 1	Level 2	Technical Support Team Leader support.escalations@zen.co.uk		Service Desk	Maintain escalation Level 2 contact Escalate to Level 3 if Escalation Criteria met at Level 2
Escalation Entry, Qualification and Acceptance Preferred method: Telephone	Level 1	Service Desk solutionsupport@zen.co.uk 01706 902 902		Service Desk	Escalation Request Preferred method: Telephone

Escalation Criteria:

- Poor quality of updates
- Customer is not satisfied at the way that the incident is being managed
- Agreed plan of action or timescales at a specific escalation level are not met
- The support team have not responded to an email within target response time of 8 working hours
- Frequency of updates does not meet what has been agreed with the customer
- Critical care or Managed Hardware target fix time has been breached

Note: Escalations can only be raised by the Customer contacts who are registered as named contacts against the Order for which the escalation is being requested on
 Escalations will be accepted and managed: Mon – Fri 09:00-17:00
 Exclusions – Standard care and/or non-IPVPN DSL services



Moves, Adds or Changes (MAC)

Service moves

Stage	Contact
Internal Shift	Zen Account Manager

Note: FTTTP services cannot be moved and require to be re-ordered as a new service at the new location.

Managed hardware configuration changes

Any configuration change to Zen Managed Router(s) will need to be requested via the Zen Service Desk.

Change Type	Charge
Change type Routine & Non-complex – Single site	N/A
Non- Routine and Complex – Single site	POA via Zen Account Manager
Routine & Non-complex – Multiple sites	POA via Zen Account Manager
Non- Routine and Complex – Multiple sites	POA via Zen Account Manager

Changes required to be completed outside of Core Business Hours will be subject to an additional charge. This can be arranged via the Zen Account Manager.

Service regrades

Contact your Zen Account Manager for any requests to regrade your broadband service (Example: DSL to FTTC).

Note: Hardware capability needs to be considered as part of any regrade activity and prior to order placement

Line shifts & broadband regrades

Stage	Contact
Ethernet – Line Shifts and Bandwidth Regrades	Zen Account Manager

Core business hours

Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays)

Weekend / Bank Holidays – Closed