

CloudComms Services



Thanks for choosing Zen



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

Ordering services & product enquiries

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

| Stage | Contact |
|----------------------------|---------------------|
| CloudComms 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

For site setups which follow an agreed Solution design

- Where there is a defined site setup agreed as per solution design, all new CloudComms orders will be provisioned via the normal procedures.

For site setups which fall outside of agreed service design

(Example: Addition of new service add-ons and feature sets)

- The order request may be passed to one of our Customer Solution Architects (CSA) to review requirements and to design your CloudComms Solution.

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.



Service provision enquiries & updates

| Stage | Contact |
|----------------------------|--|
| Order updates – CloudComms | Zen CloudComms Service Desk 01706 254 080 cloudcomms.support@zen.co.uk |

Core business hours

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

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Services installation target lead times:

| Activity | Standard Target Lead Time |
|--|---|
| Solution Delivery 1 - 50 Users | 10 business days from order acceptance |
| Solution Delivery 51-100 users | 15 business days from order acceptance |
| Solution Delivery 100 + users | Confirmed on Solution Design |
| Geographic Number Porting Single | 10 - 15 business days from porting acceptance |
| Geographic Number Porting Multi | 20 - 25 business days from porting acceptance |
| Non-Geographical Number Porting | 30+ days from porting acceptance |
| In life Changes – Amendments / Additions | 5 business days from order acceptance |

Note: In some instances, the Standard Target Lead-time(s) may be exceeded due to external factors beyond our control. As such, standard target lead-times are considered to be best endeavour.

Escalation matrix Order Management

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

| | | | | | |
|--|---------|--|----------|-------------------|---|
| <p>Considered response time 8 working hours</p> <p>CC Level 2, Level 1 & Zen Account Manager</p> | Level 3 | Head of Unified Communications | Customer | Senior Management | Escalate via Manager |
| <p>Considered response time 6 working hours</p> <p>CC Level 1</p> | Level 2 | Senior Support Engineer | | Service Desk | <p>Maintain escalation Level 2 contact</p> <p>Escalate to Level 3 if Escalation Criteria met at Level 2</p> |
| <p>Escalation Entry, Qualification and Acceptance</p> <p>Preferred method: Telephone</p> | Level 1 | <p>Zen CloudComms Service Desk</p> <p>cloudcomms.support@zen.co.uk</p> <p>01706 254 080</p> | | Service Desk | <p>Escalation Request</p> <p>Preferred method: Telephone</p> |

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 working 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 & change management

| Stage | Contact |
|--|--|
| In-life service issues and Change Requests | Zen CloudComms Service Desk 01706 254 080 cloudcomms.support@zen.co.uk |

Core business hours

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

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Major service outage support

P1 / P2 Incidents only – 24/7/365

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.

Planned Engineering Works & Incident Notification

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

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

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.

| Service | Zen Responsibility | Customer Responsibility |
|-----------------------------------|---|--|
| Broadband (DSL and FTTC/SoGEA) | 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. |
| Ethernet | Up to and including the Zen Managed Router up to the LAN port interface. | Beyond LAN port interface on the Zen Managed router. |

| Service | Zen Responsibility | Customer Responsibility |
|-----------------------|---|---|
| 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 phone socket to the router. |
| Calls | Up to and including the platform the ability to make and receive calls is the responsibility of Zen. Calls that carried over public telephone network are the responsibility of the individual operators. | The configuration of any LAN or WAN device that is non-Zen maintained at the customers property, which may result in network latency or congestion therefore affecting calls. |
| Software & Web Portal | Zen provide the latest CloudComms applications and ensure the availability of the web portal. | The host machine is up to date and meets the requirements of the applications. Firewall and filtering meet the application requirements. |
| Phone Hardware | The delivery and configuration of handsets. The update of handset firmware. Replacement of faulty hardware under warranty and RMA process. | The installation and correct use*. The physical security of the device. |

***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 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),
- Test service post fault resolution,
- Confirm service has been resumed post fault resolution in order for the incident to be closed.

Replacement hardware

Replacement device(s)

Where a replacement handset(s) is supplied under the manufacturer's warranty, the faulty phone will need to be returned to Zen within 14 days of the replacement being dispatched. Postage costs will be covered by the customer.

Specific charges equal to the retail value of the replacement device can occur if the handset is not returned within this timescale. Delivery fees will also be incurred.

Replacement handset costs may apply if the returned handset is determined to be not faulty, has excessive wear and tear, damage or if any of the information provided as part of the RMA was incorrect.

Faulty Hardware

In instances where a handset failure(s) is reported, Zen will honour the hardware manufacturer warranty. This covers manufacturer's faults and component defects.

Note: Wear and tear and/or physical or accidental damage is not covered.

| Stage | Contact |
|---------------------------------|--|
| CloudComms hardware replacement | Zen CloudComms Service Desk 01706 254 080 cloudcomms.support@zen.co.uk |

| Service | Target Fix Time |
|---|---|
| Target lead time for CloudComms hardware replacement. | 3 Working days + 1 Subject to stock availability |

Service SLA

| Priority Level | Impact | Target Response Time | Target Fix Time |
|----------------|--|----------------------|-----------------|
| P1 – Critical | No Incoming and No Outgoing calls to one or multiple sites. | 1 hour | 5 hours |
| P2 – High | Either No Incoming or No Outgoing calls to one or multiple sites. An incident affecting call routing to and/or from over 50% of extensions at one or multiple sites. Outbound CLI Presentation failure. | 4 hours | 12 hours |
| P3 – Medium | An incident affecting call routing to and/or from less than 50% of extensions at one or multiple sites. An incident resulting in a degradation of service e.g. Call Quality problems, at one or multiple sites. | 8 hours | 24 hours |
| P4 – Low | An incident affecting either one user or application e.g. mobility software, desktop software, Broadworks Anywhere, voicemail. | 24 hours | 72 hours |

Note: If the underlying connectivity service is the root cause of the incident, the SLAs stated above will not apply.

Refer to SLAs of the underlying services for resolution times.

P1 or P2 incidents reported by customers must be followed up by a telephone call to the Zen CloudComms Service Desk.



Escalation matrix Incident management

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

| | | | | | |
|---|---------|---|----------|-------------------|--|
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| Considered response time 6 working hours CC Level 1 | Level 2 | Senior Support Engineer | | 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 | Zen CloudComms Service Desk cloudcomms.support@zen.co.uk 01706 254 080 | | Service Desk | Escalation Request Preferred method: Telephone |

Escalation Criteria:

- Poor quality of updates
- Customer is not satisfied with the service being provided by the Support team member
- The team have not responded to an email query within target response time of 8 working 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
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Moves, Adds or Changes (MAC)

Moves

Any physical hardware move is the responsibility of the customer. To ensure accuracy of records, more specifically Emergency Services (999,111,115,112) address records, it is the responsibility of the customer to notify Zen of the new address and date of move(s).

External move requests will be dealt with on a case-by-case basis and may need to include Solution Design. Professional Service Charges may be applicable.

Additions

Requests for new chargeable services, or to order new hardware and/or users, will be categorised as additions.

| Additions | Charges |
|--|--|
| Routine & Non-complex – unlimited instances/ annum | N/A |
| Non-routine & Complex service addition(s) (Requires Solution design for delivery. Professional charges apply) | Contact CloudComms Service Desk POA via Zen Account Manager |

Note: Request for Additions will be evaluated on an individual basis to determine if a professional service charge is applicable.

Changes

Requests for a change to the service, such as features or call routing, will be categorised as changes.

| Change Limit | Charges |
|--|--|
| Routine & Non-complex – 30 instances/ annum | N/A |
| Non-routine & Complex change(s) (Requires Solution design for delivery. Professional charges apply) | Contact CloudComms Service Desk POA via Zen Account Manager |

Note: Charges may be applicable if the annual number of Routine and non-complex changes requests exceed 30 instances.

Changes will be evaluated on an individual basis to determine if a professional service charge is applicable.



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