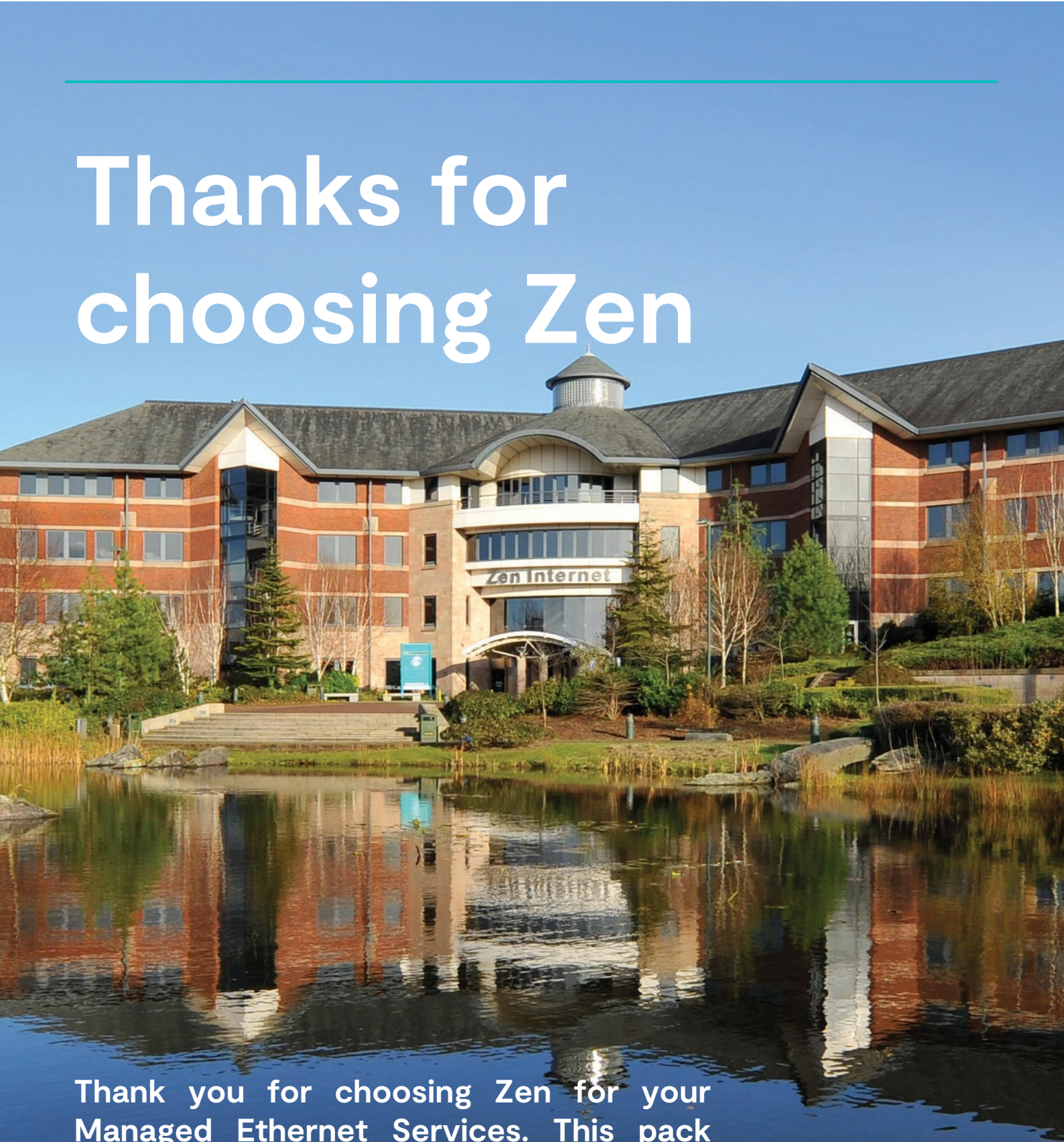
Managed Ethernet Services

Customer Service Plan

Thanks for choosing Zen



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

Ordering services & product enquiries

To order new Zen Managed Ethernet services or to enquire about product specific information, availability and pricing:

Stage	Contact
Ethernet Order Placement	Zen Account Manager

Core business hours

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

Order placement

- Key customer requirements captured by the Account Manager.
- Quote generated (including Managed Hardware).
- Quote accepted and order form completed by the Customer.

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.

As standard, all managed Zen Ethernet Leased Line solutions are provisioned in conjunction with Zen Managed Hardware and an ADSL service for assurance purposes.

Note: For non-standard Ethernet solutions, some details may vary from what is specified in this document.

Hardware

Stage	Contact
Ethernet 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.

Service provision enquiries & updates

Stage	Contact
Order updates – Ethernet and Hardware	Zen Ethernet Order Management team 01706 902 650 solutions.ethernet@zen.co.uk

Core business hours

Monday – Friday 8:00am – 5:00pm (exc. Bank Holidays)
Weekend / Bank Holidays – Closed

Target response time for queries – 8 working hours

Services will be delivered as per the following lead times:

Activity	Standard Target Lead Time
New Managed Ethernet Leased Line	Approx. 65 business days from order acceptance
Ethernet Bandwidth Regrade	Approx. 10 business days from order acceptance
EoFTTC	Approx. 10 business days from order acceptance
EFM	Approx. 35 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.

Ethernet order journey

Click Here to view the document.

Delays

Provisioning lead times may vary depending on order delivery complexity and dependencies. Zen will communicate installation target date delays within 1 business day of receiving 3rd party supplier delay confirmation.

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.

Aborted Visit Charge (AVC)	£ 90 + VAT

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 delivery

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

Note: For Managed Hardware, the customer will be notified of hardware dispatch and hardware installation appointment with a Zen Service Desk Engineer.

Stage	Contact
Hardware delivery and installation	Zen Engineering Logistics 01706 902 650 engineering.logistics@zen.co.uk

Core business hours

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

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:

Considered response time 8 working hours CC Level 3, Level 1 & Zen Account Manager	Level 4	Head of Order Management	Customer – Senior Management	Escalate via Manager
Considered response time 8 working hours CC Level 2, Level 1 & Zen Account Manager	Level 3	Order Management Team Manager	Customer – Manager	Maintain Level 3 escalation contact Escalate to Level 4 if Escalation Criteria is met at Level 3
Considered response time 6 working hours CC Level 1	Level 2	Order Management Escalation Lead escalation@zen.co.uk	Customer – Service Desk	Maintain Level 2 escalation contact Escalate to Level 3 if Escalation Criteria is met at Level 2
Escalation Entry, Qualification and Acceptance Preferred method: Telephone	Level 1	Order Management Desk solutioncustomerservices@zen.co.uk 01706 902 650	Customer – 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 the 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 management

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

Core business hours

24/7/365

Proactive incident logging

Managed Ethernet services are monitored and managed 24/7/365. Any monitoring alerts will be proactively managed by the Zen Managed Ethernet Support team, who will endeavour to contact the customer's pre-agreed in-hours / out-of-hours order-specific technical contact at the earliest opportunity.

Planned engineering works & Incident notification

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

https://servicealerts.zen.co.uk

Note: Individual notification will be issued to customers for any planned engineering work activities specific to their service.

Reactive 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 checklist can be provided to the customer on request.

Underlying Service	Zen Responsibility	Customer Responsibility
Ethernet	Up to and including the Zen Managed Router up to the LAN port interface	Beyond LAN port interface on the Zen Managed router
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)/ NTU (Ethernet) 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

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.

Service SLA

Service	Target Fix Time	Incident Cover
Ethernet	6 hours	24 / 7 / 365
Managed Hardware	4 hours after acceptance of the hardware fault by Zen and a case reference being issued	24 / 7 / 365

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

Managed Routers: Customers outside of mainland UK (Jersey, Guernsey, Isle of Man, Isle of Skye, Orkney and the Isle of Wight) are;

- Required to arrange delivery of the replacement Managed Router from the nearest UK mainland port as well as installation at the destination address.
- Responsible for the cost of returning any Managed Router to Zen.

Service Desk prioritisation

Priority	Impact Definition	Target Initial Response Time
P1 – Critical	Total service unavailable or severe operational issue with no workaround	Within 1 business hour
P2 – High	Operational issue that results in partial service availability	Within 4 business hours
P3 – Normal	Standard changes or an operational fault where a workaround already exists so that business can continue with little or no impact	Within 8 business hours

Note: Fault Fix target lead times may be subject to change where a Force Majeure is in effect.
P1 or P2 incidents reported by customers must be followed up by a telephone call to the Zen Service Desk.

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 (If applicable)	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 (If applicable)	Level 3	Technical Support Manager	Customer – Manager	Maintain Level 3 escalation contact Escalate to Level 4 if Escalation Criteria is 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	Customer – Service Desk	Maintain Level 2 escalation contact Escalate to Level 3 if Escalation Criteria is met at Level 2
Escalation Entry, Qualification and Acceptance Preferred method: Telephone	Level 1	Service Desk business.ethernetsupport@zen.co.uk 01706 902 902	Customer – 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 the target response time of 8 working hours.
- Frequency of updates does not meet what has been agreed with the customer.

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 (Escalations outside of these hours will be managed on a best endeavour basis).

Moves, Adds or Changes (MAC)

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.

Core business hours

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

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