



Service Description			
Contract Level	Service Desk Cover	On Site Engineer	Monitoring
PREMIUM	Mon – Fri : 08:00 – 18:00 (On Call Out of Hours Cover)	Included	24/7/365
ENHANCED	Mon – Fri : 08:00 – 18:00	Included	24/7/365
ESSENTIALS	Mon – Fri : 08:00 – 18:00	Excluded	No Monitoring

Service Description			
	PREMIUM	ENHANCED	ESSENTIALS
Advanced Parts Replacement	✓	✓	✓
IOS/Operating System Software*	✓	✓	✓
Contract Administration	✓	✓	✓
MLR Networks On-Line Web Portal	✓	✓	✓
Automated Notification & Escalation Management	✓	✓	✓
Customer Feedback Survey	✓	✓	✓
Annual Service Review Meeting	✓	✓	✓
Access To Service Desk (Mon-Fri 08:00 – 18:00)	✓	✓	✓
On-Site Engineering Resource	✓	✓	–
Assigned Account Manager	✓	✓	–
Asset Register	✓	✓	–
Incident And Problem Management	✓	✓	–
Moves/Adds And Changes	✓	✓	–
Formal Change Management	✓	✓	–
Availability Monitoring Of Devices & Associated Services	✓	✓	–
Warning Threshold Monitoring	✓	✓	–
Quarterly Service Reports	✓	✓	–
Out Of Hours Support Service	✓	–	–
Continuity Of Engineering Support **	✓	–	–
Trend Analysis Of Network Devices	✓	–	–
Configuration Back-Up Of Network Devices, Where Possible	✓	–	–
Monthly Service Reports	✓	–	–

\* Where detailed on Hardware Schedule    \*\* Best endeavours based on contracted hours and engineer availability



## Service Capability

- ✓ Ability To Log Calls Via Telephone, E-Mail Or Self Service
- ✓ Ability To Track Calls Via Self Service Portal
- ✓ Clearly Defined Service Levels For Response And Target Fix Times
- ✓ Access To Support Team And Network Engineers
- ✓ Fault Resolution By Remote Services Or On-Site Engineers
- ✓ Minute By Minute Monitoring 24/7/365
- ✓ Customised Reports That Outline Performance
- ✓ Annual Review Process

## Monitoring Definition

All customer network devices will be Monitored at the following frequency levels and will generate alerts within MLR Networks Service Desk Ticketing Software:

## Service Description

Contract Level	Check Interval	Incident Raised
PREMIUM	1 Minute	Immediately
ENHANCED	15 Minutes	Immediately
ESSENTIALS	No Monitoring	n/a

Devices being monitored will be clearly listed within the customers support contract.



## Target Response & Fix Times

Target Fix times are based on the Normal Service Desk Hours of Mon-Fri 08:00 – 18:00:

### PREMIUM SERVICE

Severity Level	Target Response	Target Fix
Severity 1	1 Hour	4 Hours*
Severity 2	2 Hours	8 Hours
Severity 3	4 Hours	8 Hours NBD**
Severity 4	8 Hours	To Be Agreed With Customer

### ENHANCED SERVICE

Severity Level	Target Response	Target Fix
Severity 1	1 Hour	4 Hours
Severity 2	2 Hours	8 Hours NBD**
Severity 3	4 Hours	5 Working Days
Severity 4	8 Hours	To Be Agreed With Customer

### ESSENTIALS SERVICE

Severity Level	Target Response	Target Fix
Severity 1	2 Hours	5 Working Days
Severity 2	4 Hours	5 Working Days
Severity 3	8 Hours	Advance Replacement Only
Severity 4	8 Hours	To Be Agreed With Customer

Whilst the above service levels are contractual, MLR Networks will endeavour to exceed the performance levels outlined

\* included in out of hours \*\* NBD – number of hours from the start of the next business day



## MLR Networks Severity Level Definitions

- 1.1 **Severity 1 (S1):** your network is “down” and there is a critical impact on your business operations.
- 1.2 **Severity 2 (S2):** operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of the supported infrastructure.
- 1.3 **Severity 3 (S3):** operational performance of your network is impaired, while most business operations remain functional.
- 1.4 **Severity 4 (S4):** you require information or assistance with the supported infrastructure capabilities, installation, or configuration. There is little or no effect on your business operations.

## MLR Networks Response Definition

A **Response** is defined as all the activities in the list below being completed by MLR Networks

- 1.1 The acceptance of the incident/issue by MLR Networks in accordance with your contract option.
- 1.2 The allocation of a call reference number for the incident by MLR Networks.
- 1.3 The initial agreement of the severity classification by the customer and MLR Networks.
- 1.4 The customer and MLR Networks having a joint understanding of the procedures and activities relating to problem resolution.
- 1.5 The commencement of the solution by suitably qualified MLR Networks technical support personnel.

### WHO WE ARE

We are a network infrastructure specialist, with a range of market – leading Cisco solutions, copper and fibre optic data cabling and managed network services.

### WHAT WE DO

We get to know your business and understand your needs, so we can recommend what’s best for you. Our staff will work with your people to deliver the highest quality.

### WHO WE DO IT FOR

Our customers come from all industries and sectors, from small single site operations to large multi-national corporations, both public and private sector.