



SLAs and Escalations

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1. Code of Practice

Global 4 Communications Ltd is an independent company that delivers communication services to business and residential customers. This document outlines company details as well as information on SLAs and Escalation paths.

2. ISO Management Accreditations and GDPR

ISO Statement

Global 4 are ISO 27001 and 9001 accredited which provides assurance that they are committed to information security and quality management. Global 4 adhere to the General Data Protection Act 2018, and the General Data Protection Regulation (EU) 2016/679 (“GDPR”), and any other applicable data protection laws in relation to their use of your information. For more information on Global 4’s Privacy Policy, please visit the website: <https://www.global4.co.uk/privacy-policy>

3. Operating Times & Responsibilities

Global 4's standard service levels operate between 08:30 and 17:30, Monday to Friday. For premium services, the management of level 1 "emergency" faults operate outside of these core support hours, 24x7, using a Duty Support Engineer process.

Proactive Monitoring / Managed Service

- Global 4 can also provide a fully managed 24/7 service which incorporates monitoring of connectivity and Global 4 managed service equipment.

Global 4 is responsible for:

- The customer access circuit(s) to the platform (if supplied by Global 4)
- Provision of a helpdesk for call handling
- Fault resolution and escalation of Global 4 managed service.

In addition, for fixed line services:

- Proactive monitoring / alerting of access availability for managed services
- Outage alerts by website / email
- Utilisation stats of access circuits

The customer is responsible for:

- Notifying Global 4 of any changes to site and contact details
- Basic triage
- Access to sites for fault resolution
- Adherence to Global 4's Acceptable Use Policy

4. SLAs - Response Times

Best endeavours are always made to respond within Global 4's defined SLAs but on rare occasions these may be impacted by incidents outside of Global 4's control.

Chat: 25 seconds

Phone: 25 seconds

Email: 1 hour

5. Reporting a Fault

If you're experiencing issues with your services, please report your fault to our Customer Support Team one via one of the channels listed below:

Chat: www.global4.co.uk

Phone: 01403 272910 option 1

Email: g4support@global4.co.uk

Please be prepared with the following:

- Your name and company name
- Telephone number and email address
- Site address of fault and description of the problem

Enhanced Proactive Support

Global 4 can also provide Enhanced Proactive Support, providing designated contacts notifications of incidents whilst resolution is underway. Customers will be notified within 15 minutes of an incident, via their chosen communication channel. Subsequent updates will be provided on the hour until resolution is reached.

Support Levels and Handling Response Times

The primary method of reporting faults to Global 4 should be by live chat via the website or by telephone. Faults reported by email have a longer response time. Global 4 will determine the incident severity at the point of the fault being raised and this will be communicated to the customer. Global 4 may change the severity during investigation. For example, if a level 1 incident is temporarily repaired, then the incident may be reduced to a level 2. The new classification will determine the course of actions thereafter.

Support levels are defined in the table below:

Level	Description of Fault	Response Time
1	Full-service outage (phones, broadband or equipment inc. mobile) - Fault within 1 month of installation - Equipment failure – total service outage (inc. mobile) - Mobile hardware failure	Chat: 25 seconds Phone: 25 seconds Email: 1 hour
2	Partial Service Outage (phones, broadband or equipment) Intermittent connection Slow speeds (if identified as less than 30% reduction of contracted speeds) Change request to system configuration	Chat: 25 seconds Phone: 25 seconds Email: 2 hours
3	Slow speeds (if identified as less than 30% reduction of contracted speeds) Wi-Fi Issues Equipment Failure (no impact to service) 1 User / 1 extension fault Change request to user configuration	Chat: 25 seconds Phone: 25 seconds Email: 3 hours
4	General queries (example: Wi-Fi password) Service queries (example: Number of Licences)	Phone: 25 seconds Email: 4 hours (resolution)

6. SLAs - Support

Connectivity (Lines & Broadband)

The resolution time clock starts when a ticket is created on Global 4's system. As these faults are always reported to the Network Provider, resolution times will be driven by the provider's defined SLAs below. Network Provider escalation paths can be followed if required criteria is met and Global 4 will provide guidance on this when appropriate. Please note, if the fault or query is raised outside normal working hours then the clock will start from the first working hour of the next working day.

Carrier Care Level	Resolution Time	
	Network Carrier (The clock starts when the fault is raised to the provider, by Global 4)	Global 4 (The clock starts when the fault is created on Global 4's system)
1	2 Working Days	2.5 Working Days
2	1 Working Days (Monday - Saturday)	2.5 Working Days
3	Same Day (Raised pre 1pm)	1 Working Day
3	6 Working Hours (Raised anytime, any day)	7 Working Hours

Hardware & Software

The resolution time clock starts when a ticket is created on Global 4's system. Global 4 escalation paths can be followed if required criteria is met

Level	Description of Fault	Fix Type	Resolution Time
1	Full-service outage (phones system or equipment failure)	Remote Repair Replacement Hardware Site Repair	5 working hours 1 working day (raised by 12pm) Up to 1 working day
2	Partial Service Outage (phones system or equipment failure) Intermittent connection Slow speeds (if 30% + reduction of contracted speeds) Change request to system configuration	Remote Repair Replacement Hardware Site Repair	6 working hours 1 working day (raised by 11am) Up to 2 working days
3	Slow speeds (if 30% + reduction of contracted speeds) Wi-Fi Issues Equipment Failure (no impact to service) 1 User / 1 extension fault Change request to user configuration	Remote Repair Replacement Hardware Visit Fix	7 working hours 1 working day (raised by 10am) Up to 5 working days
4	General queries (example: Wi-Fi password) Service queries (example: Number of Licences)	Remote	4 hours (resolution)

Mobiles

Type of Repair	Resolution Time
Replacement Hardware	1 Working Day (raised by 12pm)
SIM Activation	Activated within 1 working hour (Network SLA up to 24 hours)
SIM Replacement	1 working day (raised by 12pm)
Dongles / 4G Backup	1 working day (raised by 12pm)
Adding / Removing Features / Bars	Same day (raised by 3pm)
Diverts	Same day (raised by 3pm)
Network Fault	2 working days

7. SLAs - Delivery

Hosted / Connectivity Order Type	Delivery Time
Hosted Solution Installation	Within 19 working days (excluding port)
Express Hosted Deployment	7 working days (excluding connectivity / port)
ASM - Additional Hardware / Licence only	2 working days
ASM - Additional Hardware / Licence with remote engineering	5 working days
ASM - Additional Hardware / Licence with site engineering	10 working days
Remote Engineering	5 working days
ASM - Survey / Network Extension	10 working days
Line / Broadband	12 working days (Supplier dependant)
Port	Up to 21 working days (Excluding ISDN30)
MPLS	45-60 working days (Supplier dependant)
Leased Line	45-60 working days (Supplier dependant)
Software Assurance Renewals	5 working days

Mobile Order Type	Delivery Time
Hardware	2 working days
SIM only	1 working day (raised by 12pm)
Port / Migration	Next working day if raised before 12pm and if not, 2 working days
Tariff Changes / Bolt on	Same working day if raised before 3pm and if not, next working day

8. Emergency & Fault Escalations

Escalation means that more senior support staff will be made aware of the customer’s fault and provide additional assurance to the customer. All escalations will be prioritised in line with the customer’s care level.

Level One Insufficient response / SLA Exceeded		
Technical Support James Fowler 01403 272910 Op.1 james.fowler@global4.co.uk	Solution Delivery + Mobiles Jermaine Brown 01403 272910 Op.2 jermaine.brown@global4.co.uk	Engineering James Fowler 01403 272910 Op.1 james.fowler@global4.co.uk
Level Two Response to level one escalation is either insufficient or no reponse received within 2 working hours.		
Service Escalations serviceescalations@global4.co.uk		Matt Twigg - Chief Operations Officer
Level Three Reponse to level two escalation is either insufficient or no response received within 1 working hour.		
Service Management servicemanagement@global4.co.uk		Carl Barnett - Chief Executive Officer

9. Service Credits

Global 4 will always endeavour to respond and resolve faults within their defined SLAs. If Global 4 achieve less than 80% of SLAs within a calendar month, Global 4 will provide a 10% credit on the customer’s bill for the product/service where the SLA was breached, within that month. Network SLAs are defined and driven by 3rd party network carriers. In the event of a Network Carrier SLA being breached, Global 4 will proactively seek service credits from said supplier and award the customer 100% of any agreed credits.

10. Complaints

In the event that our service has not been delivered to your expectations, please contact us at; feedback@global4.co.uk or on 01403 272910..

During any discussions, we will protect the privacy of the information that we hold on you. To do this, we may have to ask you a few questions to confirm that we are speaking to the person associated to the product or service.