



## aql Service Level Agreements

### Reporting an issue

If you experience an issue with any of aql's services, you should first check the FAQ's on the support section of [www.aql.com](http://www.aql.com). If you don't find the answer here, you should report the issue:

1. By logging in and raising a support ticket at [clients.aql.com](http://clients.aql.com)
2. If you require urgent assistance, or if the support ticketing system is inaccessible, by contacting the Support Team directly on 01133 203040. The Support Team is available 24/7 and will open a ticket on your behalf.

### Issue classification

You should follow the steps outlined in this document when reporting an issue, providing as much detail as possible to speed up the resolution.

For the purposes of the SLA, an issue is deemed to have been reported when our Support Team receives a report and opens a ticket to track it and all the correct information has been received to allow aql to investigate the issue.

We classify issues as follows:

TICKET PRIORITY	DEFINITION	APPLICABLE HOURS	TARGET RESPONSE TIME	TARGET MAXIMUM FIX TIME	PROGRESS REPORTS
Priority 1	Urgent – Complete service outage. All services down and you do not have any outstanding invoices, your account has adequate credit and excludes known incidents reported by the aql Service Announcements page.	24/7	30 Minutes	8 Hours	Every 60 minutes until resolution
Priority 2	High – Partial service outage. Some services are affected but not all.	09:00 – 17:00 Monday – Friday (Excluding bank holidays)	3 Hours	10 Hours	Every 4 hours until resolution
Priority 3	Medium – Poor quality or single destination failures through Voice/SMS/Connectivity. Failures from certain equipment at your side. Portal/API inaccessible for you. IP address additions/alterations. Datacentre access requests. Cross-connect requests. Cable testing/Fibre cleaning. Intelligent hands requests.	09:00 – 17:00 Monday – Friday (Excluding bank holidays)	8 Hours	2 Days	At resolution or as agreed for specific issues
Priority 4	Low - General query	09:00 – 17:00 Monday - Friday (Excluding bank holidays)	2 Days	10 Days	At resolution
Priority 5	Feedback / suggestion	N/A	N/A	N/A	N/A

This is not an exhaustive set of descriptions. Please carefully consider any use of the Urgent category. Incorrect use, as deemed by aql, may result in an admin charge.

Please also be aware that our Connectivity and line of sight products are not subject to our SLA's.

## Escalating an issue

If we are unable to resolve your query immediately, we will keep you updated on our progress. We will contact you directly if we need any further information.

If you feel your issue has not been handled to your satisfaction and wish to escalate, you should inform either the Support Team or your Account Manager, who will escalate along this path:

ESCALATION LEVEL	TECHNICAL ESCALATION	COMMERCIAL ESCALATION
Level 1	Support Team	Account Manager
Level 2	Support Team Manager	VP Business Development
Level 3	Chief Technical Officer	Chief Financial Officer

### Escalation – during office hours

1. Your first point of escalation during office hours, 09:00 - 17:00 Mon-Fri (excluding bank holidays), is either our Support Team or your Account Manager.
2. The next step is to speak to our Support Team Manager or VP Business Development, explaining the situation and quoting your support ticket number.
3. If you are still dissatisfied or have a need to escalate beyond the Support Team Manager or VP Business Development, your final point of escalation is either our Chief Technical Officer or the Chief Financial Officer, who will investigate and advise on next steps and timescales.

### Escalation – out of hours

1. Raise a priority 1 ticket via the aql support system. This alerts our on-call engineer. If the issue is detailed in an existing ticket, you will need to raise a new priority 1 ticket requesting the existing ticket be investigated. You will receive a response within the timescales detailed in the 'target response times and target maximum fix times' section of this document.

### Escalation timescale matrix

If a situation arises that requires further escalation (either during or out of office hours), the matrix below gives guidance as to the timescales to follow.

	TICKET PRIORITY 1	TICKET PRIORITY 2	TICKET PRIORITY 3	TICKET PRIORITY 4
Support system	Immediate	Immediate	Immediate	Immediate
Level 1	Immediate	8 hours	24 hours	5 days
Level 2	4 hours	24 hours	2 days	2 weeks
Level 3	8 hours	2 days	3 days	N/A

## Reasons for outage/Route Cause Analysis

An official reason for outage (RFO) or route cause analysis (RCA) will be available 48 hours after an event, depending on the time needed for diagnosis. The RFO will be available upon request from your Account Manager or the Support Team.

## Service announcements

In the event of a service interruption, we post service announcements on the aql portal at [clients.aql.com](https://clients.aql.com) containing details of:

- Affected systems
- Affected customers
- Expected resolution time



If one of our services is experiencing an active issue with the potential to disrupt a large number of customers, we will send an email notification to all accounts that have subscribed to receive email notifications. (Note: Email notifications can be toggled on/off at [clients.aql.com](https://clients.aql.com).)

## Planned Works Notifications

aql will endeavour to notify our customers of any planned works which will impact any services with at least 7 days' notice. There may be occasions when aql are required to implement an emergency change processes therefore the 7 days notification period isn't possible. This process should only be invoked in scenarios relating to a service 'at risk' for multiple customers.

Further to this, we operate a weekly maintenance window every Monday night (Excluding Public Holidays) between the hours of 22:00 Monday to 02:00 Tuesday. We ensure to carry out extensive testing and preparation prior to any works, however, there are instances where services are considered at risk during our planned maintenance window.

During the window, any service with a persistent connection such as (but not limited to) SMPP and L2TP services may see sessions drop however they will reconnect automatically and bind to another host.

In the event we are unable to avoid degradation of service we will contact you prior to any planned works

If an unexpected Priority 1 incident occurs, our out of hours Support team are available 24/7 as per the above ticket priority matrix.

These are our Standard SLA's however if there are any SLA's agreed within your contract these will supersede this document.