

NFON

Service Level Agreement (SLA)

The next-generation telephone system.



NFON
Cloud Telephone System

NFON

Service Level Agreement (SLA)



Version 1.1

NFON AG
Machtlfinger Str. 7
81379 München
Tel.: + 49 89 45 3000
www.nfon.com

© 2019 NFON AG - All rights reserved

Subject to change without notice
Version 1.1 / 02.2019 (EN)
effective as of November 1st, 2018

1 Table of contents

1	TABLE OF CONTENTS	3
2	SERVICE DEFINITION	4
3	AVAILABILITY	4
4	CHANGE MANAGEMENT	4
4.1	Change categories	4
4.1.1	Standard Change	4
4.1.2	Change	4
4.1.3	Emergency Change	5
4.2	Maintenance Window	5
5	INCIDENT AND SERVICE REQUEST MANAGEMENT	5
5.1	Incident	5
5.2	Service Request	6
5.3	Service Desk	6
5.4	Incident Category	6
5.4.1	Service Criticality	6
5.4.2	Service Impact	7
5.4.3	Service Incident Priority Matrix	7
5.4.4	Service Levels	8
5.5	Service Level Window	8

2 Service Definition

This Service Level Agreement is applicable to the services defined in the following documents:

- Service Description Cloudya

3 Availability

The services described are provided by NFON with an availability of 99.9% measured on a yearly basis for relevant telephone systems and with an availability of 98% measured on a yearly basis for all web services including API interfaces.

Planned downtime or service interruptions during the agreed maintenance window are excluded from the calculated availability.

NFON is permitted to limit access to individual services or individual functions if this is required for network security, network integrity or data integrity reasons or to avoid further critical incidents.

4 Change Management

Changes may include configuration changes, functional changes or improvement of existing functions. Such changes may have an impact on the availability or the scope of the service provided.

4.1 Change Categories

4.1.1 Standard Change

A standard change will have no impact on the availability of the service provided and the scope of the service will be unchanged.

A standard change will not be announced in advance and will only be implemented during the maintenance window.

4.1.2 Change

A change may have an impact on the availability of the service provided and there may also be a change to the service provided. e.g. changes to on-screen logos, buttons and labels.

Such changes will always be announced in advance and must be implemented during the maintenance window.

4.1.3 Emergency Change

A change which needs to be implemented immediately to guarantee the availability or functionality of the service provided.

Such changes will not be announced in advance but will always be notified after implementation. Emergency changes may be implemented at any time.

Customers are not permitted to opt out of changes to the services provided. NFON needs to be able to implement such necessary changes on behalf of all customers.

4.2 Maintenance Window

The following maintenance windows apply to the services provided:

Maintenance Window	
Working Day	<ul style="list-style-type: none">- Starting Tuesday 22:00 CET until Wednesday 2:00 CET- Starting Thursday 22:00 CET until Friday 2:00 CET
Weekend	<ul style="list-style-type: none">- Starting Saturday 22:00 CET until Sunday 6:00 CET

During summer time CEST applies instead of CET.

5 Incident and Service Request Management

5.1 Incident

Incidents are reported either by the NFON monitoring system or by the customer/user.

If only a single customer is affected, an incident ticket in the NFON ticket system is opened. The customer will receive a unique ticket number for each service request by e-mail. This ticket number is required for all further communication regarding this incident.

General service interruptions (e.g. for maintenance) are published at status.nfon.com

If the customer is served by an NFON partner, the incident ticket needs to be opened by the NFON partner. No direct communication between NFON and the customer is permitted.

If the customer is unable to provide all the information needed for the resolution of the incident, or is not available to resolve the incident, the SLA is suspended until all required information is provided or the customer is available again.

If the cause of the incident was not the responsibility of NFON, NFON reserves the right to charge the customer for any costs incurred.

5.2 Service Request

Service requests are opened by the customer/user via the central service desk.

For each service request a service request ticket is opened in the NFON ticket system. The customer will receive a unique ticket number by e-mail for each service request. This ticket number is required for all further communication regarding this service request.

If the service is provided to the customer by an NFON partner, service requests need to be opened by the NFON partner. Direct communication between NFON and the customer is not permitted.

5.3 Service Desk

The NFON Service Desk is available via the following communication channels - 24x7:
Phone: +49 89 453 00 555 or +49 800 6366 555

5.4 Incident Category

Every incident will be categorised by NFON using the following two measures:

- Criticality - a measure of the service criticality of the relevant component of the NFON cloud platform
- Impact - measure of the extent of the incident and of the potential damage caused by the incident before it is resolved

5.4.1 Service Criticality

NFON uses the following criticality levels to measure incident priorities:

- Critical
- High
- Normal
- Low
- Very low

The level of criticality depends on the service that the incident is related to, as follows:

Related Service	Criticality
Telephone System	Critical
PSTN	Critical
Device Integration	High
eFax	Normal
Device Provisioning	Low
Web Services	Normal

5.4.2 Service Impact

Impact Category	Description
No Impact	No users affected
Less than 10%	Less than 10% of customer extensions are affected
Less than 50%	Less than half of customer extensions are affected
More than 50%	More than half (but not all) of customer extensions are affected
All	All customer extensions are affected (i.e. a complete loss of service)

5.4.3 Service Incident Priority Matrix

Impact / Criticality	Very Low	Low	Normal	High	Critical
No Impact	Very low	Low	Low	Low	Normal
Less than 10%	Low	Low	Low	Normal	High
Less than 50%	Low	Low	Normal	High	High
More than 50%	Low	Normal	High	High	Critical
All	Normal	High	High	Critical	Critical

5.4.4 Service Levels

The service level for an incident is based on the impact category of the incident.

The service level for service requests is always the same.

Category	First Response		Target resolution time	
	5x10*	24x7**	5x10	24x7
Incident				
Critical	-	2 hours	-	6 hours
High	-	4 hours	-	8 hours
Normal	6 hours	-	10 hours	-
Low	8 hours	-	30 hours	-
Very low	10 hours	-	50 hours	-
Service Request	10 hours	-	50 hours	-

*5x10 means at a time within the NFON Service Level Window

**24x7 means around the clock

First response means the time between when the incident was accepted by NFON and logged in the ticket system and the first qualified non-automatic response by NFON (phone or e-mail).

5.5 Service Level Window

The NFON Service Level Window is Monday to Friday 08:00 – 18:00 CET or CEST excluding uniform German public holidays.

The service hotline to report Incidents and Service Requests is available 24x7.