



GX Group | Documents | 01-05-2019

Service Level Agreement (SLA)

Introduction

This Service Level Agreement (SLA) refers the products supplied from GX. This SLA consists of the following parts:

- Procedure for Major Service Interruptions
- Procedure for Minor Service Interruptions
- Individual Service Interruptions
- Support and functional warranty
- Response times
- Important remarks

Procedure for Major Service Interruptions

Definition

Major Service Interruptions are interruptions that affect the specification, and:

- impact more than 2% or at least 20 ONTs (CPEs), and
- impact of service as Data, Voice and TV from OLT
- have a large impact on the quality of the end users' services
- are regarded as a serious problem if not resolved soon

Notification

If a Major Service Interruption occurs, the network operator contacts the GX Critical Support Line. This GX Critical Support Line is available 24 hrs. a day, 7 days a week on phone number +91 1244 224 113

When calling, the network operator clearly specifies the customer and/or project as well as details of the interruption itself.

Contact by e-mail is also possible, then the following e-mail address should be used: support@gxgroup.eu | The response time starts upon the reading of the e-mail message.

Follow-up

GX appoints a technical contact person within the response time, he will be made responsible for this Major Service Interruption. The first step will be to receive as much detailed information as possible about the disruption of the service, before we can begin with the process to resolve this. Clear information and cooperation are prerequisites for resolving interruptions quickly.

Solution

Depending on the type of interruptions, the problem with the network will be either resolved as soon as possible, or a detailed plan will be presented and discussed. In either case, GX will review the proposed solution with the network operator before implementation.

Procedure for Minor Service Interruptions

Definition

Minor Service Interruptions are interruptions that affect the functioning of the specification, and:

- are not defined as major interruptions
- impact more than 0.5% of the ONTs (CPEs), or at least 20 CPEs connected to same OLT
- are not time critical, or service effected
- are considered by the network operator to be less important for maintaining the services of end-users.

Notification

If a Minor Service Interruption occurs, the network operator contacts the GX Helpdesk. The GX Helpdesk can be reached on working days from 08.00 to 17.00 hrs. on the following phone number +91 1244 224 113. When calling, the network operator clearly specifies the name of the project as well as details of the interruption itself.

Contact by e-mail is also possible, then the following e-mail address should be used: support@gxgroup.eu . The response time starts upon the reading of the e-mail message.

GX appoints a technical contact person within the response time, he will be made responsible for this Minor Service Interruption. Both responsible persons get in contact and exchange detailed information about the interruption so that GX can start examining and resolving it. Clear information and cooperation are prerequisites for resolving interruptions.

Solution

Depending on the type of interruption, the problem with the network will be either resolved as soon as possible, or a detailed plan will be presented and discussed. In either case, GX will review the proposed solution with the network operator before implementation.

Individual Service Interruptions

Definition

Individual Interruptions are interruptions in the functioning of the specifications, that affect only a limited number of ONTs (CPEs) (less than 20). The same procedure as outlined under Minor Service Interruption will be followed, with the remark that response times are extended.

Response times for Premium Support:

Service Interruption	Contact GX Group	First response	Time for First proposal/detailed plan
Major	24-Jul	2 hrs.	Max. 24 hrs.
Minor	During office hrs.	4 office hrs.	Max. 48 hrs.
Individual Interruption	During office hrs.	8 office hrs.	Best effort

Response times for Basic Support:

Service Interruption	Contact GX Group	First response	Time for first proposal/detailed plan
Major	During office hrs.	8 office hrs.	Max. 36 hrs.
Minor	During office hrs.	8 office hrs.	Max. 48 hrs.
Individual Interruption	During office hrs.	8 office hrs.	Best effort

First response time

The (maximum) amount of time required before GX contacts the network operator regarding the interruption. Time for the first proposal / detailed plan
The (maximum) amount of time required before the interruption is resolved or a temporarily/first solution will be implemented and/or a detailed plan is being proposed to resolve the interruption. All proposed actions will be reviewed with the network operator before implementation.

Office hours are from 9.00 till 18.00 hrs. India Standard Time (IST) on normal working days. Normal working days are all calendar dates with the exception of Saturdays, Sundays and (Indian) public holidays.

Terms Defined

1. Evaluation Team: Every incident which is reported comes to this team, and they create a ticket for the customer (if not already created) and assign Priority for the same. Priority is based on certain parameters which are predefined and have been decided after taking various parameters into consideration.
2. Level 1 Team: These are more experienced engineers than Evaluation team and are more technically competent as well. If Evaluation team is not able to solve the reported incident, it is escalated to this team or, if the priority of a ticket is higher the ticket is escalated to this team.
3. R&D/PLM Team – Level 2 : This is the team who has designed the product. Developers and Quality assurance engineers work in this team. If a Tech Lead is not able to resolve a problem it is escalated to this team. They try to recreate the issue and find either a solution

Escalation Matrix

- Evaluation Team - GX Support Team
- Escalation Level 1 - Technical Head
- Escalation Level 2 – Country Head/R&D
- Final Escalation – Managing Director

This Service Level Agreement provides an overview of the available services and support. Customer specific SLA contract will be agreed and signed.