Sycurio

(formerly Semafone)
PCI DSS Solution

How to report a fault to us

T: 03300 888999 - Option 3

E: fixedlinefaults@onecom.co.uk

We'll need the below information to log your fault:

- Company name and your name

- Your contact telephone number

- Site address where the fault is

- Circuit reference/telephone number

- Description of the problem

- What happened prior to the fault

- How the fault has been diagnosed For P1 and P2 faults, Onecom recommends telephoning on the above contact number.

For emergency and major faults, please call us on the above contact number.

1. Service level operating hours

Onecom's full service levels operate during Normal Business Hours. Outside of these hours, support is available via telephone only; emails will not be monitored.

2. Service Levels

2.1 Incident Severity

Priority	Description
P1 – Critical	A problem where payments cannot be taken by greater than 50% of total number of agents. The Software cannot be used by those users and no workarounds are available.
P2 – Major	A problem affecting 20%-50% of users and causing a disruption of service. Those users cannot use the software, and no business workarounds are available.
P3 – Minor	A problem affecting less than 20% of users, or an intermittent problem that does not impact upon overall service delivery. Software can be used in a limited fashion and business contingency procedures are available.
P4 – Change Request	Service and change requests or technical queries with no service impact.

2.2 Incident Severity

Onecom's full service levels operate during Normal Business Hours. Outside of these hours, support is available via telephone only; emails will not be monitored.

Priority	Target Response Time	Initial Update & Workaround
P1 – Critical	2 hours	1 hour
P2 – Major	4 hours	4 hours
P3 – Minor	24 hours	36 hours
P4 – Change Request	48 hours	N/A

Timings are cumulative for each step.
The response time clock starts when a ticket is created on the Onecom ticketing system.

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2.3 Target Resolution Times

The resolution times below are for a fix to be identified and ready to be deployed into the environment; any changes that need to be made and coordinated with the Customer may extend the time to resolve based on availability.

Priority	Target Response Time
P1 – Critical	2 hours
P2 – Major	4 hours
P3 – Minor	24 hours
P4 – Change Request	48 hours

2.4 Service restoration clock

The service restoration clock starts when a ticket has been allocated, the Customer contacted, a severity assigned, and the initial diagnosis work has been completed. Tickets may be left open post-service restoration for monitoring purposes. The clock stops when the ticket is closed or when Onecom informs the Customer of service restoration, whichever is sooner.

2.5 Multiple short service failures
If the same circuit experiences multiple failures within the same month, Onecom will consider this a single outage event for the purpose of service restoration. The service restoration clock will be restarted from the point the subsequent failure has been diagnosed.

2.6 Escalation path
The below escalation path will also be used if, at any point, the Customer feels that the problem is not being addressed in a satisfactory manner.

Level	Escalation point
1	Technical Support Agent
2	Service Desk manager
3	Head of Service Operations
4	Operations Director

2.7 Planned Maintenance

2.7.1 Subject to paragraph 3.7.2 below, maintenance of the hosting equipment, facility and/or Software that may require interruption of the Service (Maintenance Events) shall be performed during the two daily maintenance windows of 10 hours each, being 20:00 to 6.00 and 09:00 to 19:00 (UK time), or such other times as notified (Maintenance Window).

2.7.2 Occasionally it may be required to interrupt the Service outside the Maintenance Window for (a) vital scheduled maintenance (including but not limited to upgrades and infrastructure) or (b) emergency maintenance, provided that the Customer has been given as much advance notice as reasonably possible for such Maintenance Events.

2.7.3 Sycurio may determine, at its sole discretion, that providing appropriate service levels requires additional equipment and/or bandwidth and may install that equipment and/or bandwidth without approval from the Customer.

2.7.4 In most cases, unless specified otherwise, notification of planned maintenance will be by email to the Customer's nominated contact.

2.8 Failure to Meet Service Levels

2.8.1 Onecom gives no guarantee that it will resolve any incident within any particular timescale. Onecom's failure to resolve an incident in accordance with any service level or other target set out in an Order or Schedule shall not constitute a breach of Contract, nor give rise to any liability of Onecom to the Customer.

2.8.2 Further, Onecom gives no guarantee that it will complete the provision of the Service (or any part of it) within target delivery timeframes, nor for occasions where Onecom, Sycurio or any other third party has missed a pre-agreed appointment.

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