Service Level Agreement

4SIGHT MAINTENANCE AND SUPPORT SERVICES

4Sight offers a comprehensive Mitel System Support Service which can be tailored to meet the exact requirements of your organisation. With over 28 years of experience in supporting Mitel communications systems including Telephony, Unified Communications and Contact Centres, we understand the different technical aspects of maintaining your real-time applications, whether they are situated on-premises or in the cloud, we can ensure your organisation remains connected all year round 24/7.

System Support Options

4Sight have several Support and Maintenance options, these define the level of interaction that you as the customer requires:

ENGAGE:

"Engage" is designed to be entry level and comparable in its operation with the current markets best. It is a responsive contract with an account manager assigned to the client who in turn has access to the supporting design and technical expertise we have on offer. The lead and owner of the account relationship is the account manager.

MONITOR:

"Monitor" takes it up quite a big step as this is proactive through the monitoring of alarms and management information. This service is led by a Technical Account Director and has a named principal engineer assigned as well as a supporting Account Manager and Executive Sponsor. In this scenario, the TAD is the lead person who has ownership of the account.

MANAGE:

"Manage" is the same as Monitor and includes all the same features and benefits with the added component of one or more resident personnel who are supplied, managed and developed by 4Sight in line with the client strategy.

SUPPORT SLA

At 4Sight we operate a priority response system that takes into consideration the real-world challenges of managing targets for responses, incidents resolution, exceeding target times, frequency of updates and escalation processes.

Many of our industry peers choose to define service events by a perceived impact on your business, and whilst this may look like a comprehensive option it is our experience that these definitions can lead to restrictions and service red tape, which ultimately costs your business time and money.

At 4Sight we have a simple yet very effective policy – Service First, Ask Questions Later. Therefore, we provide a guide to help you, but crucially you retain the ability to ADVANCE the priority level to meet with the circumstances and impact as you consider appropriate.

With 4Sight you are offered 4 levels of response and restoration priority. All of which include the services required to maintain the operational performance of your system(s). This includes engineering resources and

the repair or replacement of faulty hardware covered under the scope of the service agreement.

P1 (Priority 1) – 2 Hour Response

P2 (Priority 2) – 4 Hour Response

P3 (Priority 3) – 8 Hour Response

With priority 1, 2 and 3 all reported incidents receive the same level of case management with an incident team consisting of a case manager, technical lead and escalation manager being assigned to manage the resolution process. All incident teams have the authority and ability to place orders on any 3rd parties for the supply of equipment and services deemed necessary in the process of restoration.

P4 (Priority 4) – 16 Hour Response

Lowest priority incidents and requests for information or advice would normally fall under this category. All cases are logged in the same way as P1, 2 and 3 incidents and managed through to completion by your incident team.

PR (Preventative Response) – Defined by project

This may be defined as a low priority incident that we have identified as a trend. Whilst we are resolving these incidents as they occur, we may believe we can prevent them through a scheduled event such as a system restore, reconfiguration or upgrade. Typically, these events will involve us taking key services offline.

Where a preventative response is required, a project plan will be submitted for approval. This will detail the engineering process, timelines, impact statement, risk assessment and contingency plan.

PLEASE NOTE:
Some preventative response works may be chargeable, and in such cases, a full proposal and definition would be provided and work would only commence following your written approval.

Incident and Priority Guide:

SERVICE IMPACT	Entire organisation	Multiple Sites/ Departments	Single Site/ Department	Multiple Users/ Single User	Single User
All business functions, no workaround	P1	P1	P1	P2	P3
All business functions with workaround	P1	P1	P3	P3	P3
Critical business functions and no workaround	P1	P2	P2	P3	P3
Critical business functions with workaround	P2	P2	P3	P3	P4
Non-critical business functions, no workaround	P2	P3	P3	P4	P4
Non-critical business functions with workaround	P3	P3	P4	P4	P4
No service impact or issue with third party system	P4	P4	P4	P4	P4

IMPORTANT NOTE:

We will not delay our response based on Priority Levels. We see every action as important and will always strive to complete all tasks as soon as possible.

Please remember that it is policy to act based on your situation appraisal so remember to ADVANCE the priority to the level you feel is appropriate.

MITEL SOFTWARE ASSURANCE

Mitel Software Assurance is recommended for customers to help optimise the performance and value of their Mitel solution. It delivers excellence in software support providing access to software updates, new functionality, and enables your maintainer to escalate technical support calls to Mitel as necessary.

4SIGHT MONITOR

4Sight Monitor is a service that provides fault and performance monitoring for multiple enterprise VoIP systems and associated network infrastructure, both LAN and WAN. Immediate access and control enables businesses insight into possible performance monitoring concerns that are impacting day-to-day business operations.

IT staff frequently lack adequate tools, visibility, or information to troubleshoot problems and, according to a recent industry study, 80% of IT staff cited identifying the source of the problem as their primary troubleshooting problem. IT professionals need solutions that provide detailed information anytime and anywhere.
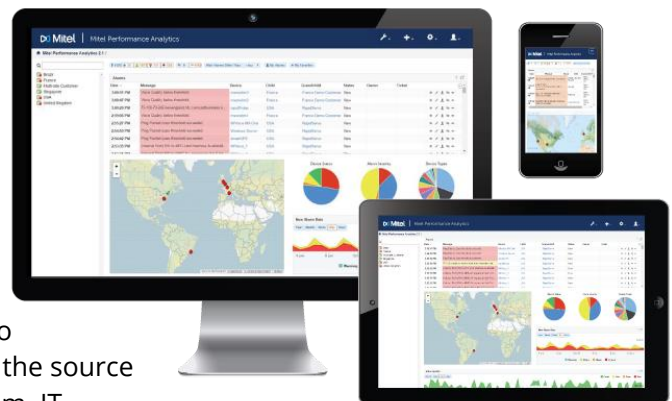
Simple Deployment with Secure Remote Access

Mitel Remote Monitoring offers flexibility to manage all remote sites without having to employ additional IT personnel for each office. We provide an on-demand connection to remotely connect to a LAN without the need of a VPN. Our integrated web-proxy server allows for higher performance and remote access to the Mitel Enterprise Service Manager interface. In maintaining this flexibility, we provide remote network tools such as Ping, Traceroute, and a Simple Network Management Protocol (SNMP) Browser.

- Problem-to-resolution period is significantly decreased with ability to monitor and repair VoIP network issues remotely.
- Easy to install, deploy, and operate.
- Virtually eliminates troublesome, disruptive on-site repairs which could result in considerable time loss and cost savings.
- Cloud-based, simple deployment into customer networks presents overall system information, various device alarms, inventory (i.e., system hardware and information), reachability, and license inventory.

Comprehensive Proactive Monitoring

Designed with IT professionals in mind, Mitel Remote Monitoring is a robust software-as-a-service solution that monitors, tracks, and analyses the status of a network infrastructure in real-time. It includes comprehensive network and performance monitoring for Mitel communication devices.

- Supports a broad range of devices in public and private networks.
- Special focus on Mitel Unified Communications equipment, which includes VoIP Quality, IP Quality of Service (QoS), and IP Service Level Agreement (SLA) Monitoring.
- Continuous monitoring of real-time and historical data enables users to quickly detect, diagnose, and resolve network performance problems or outages.
- Easily manage and monitor which IP sets are connected or unplugged to MCDs. Mitel's Remote Monitoring gives comprehensive visibility to confirm whether an IP set is: in service, disconnected, never connected, or un-programmed.

Voice and performance metrics that are tracked include:

- Voice Quality Ratings by Call (R Factor)
- Digital Trunk Utilization
- Interface Availability and Performance Statistics
- CPU Utilization
- Memory Utilization
- Disk Usage

Fault Management with 24/7 Notification

To maintain optimal network performance, Mitel Remote Monitoring provides comprehensive fault management by way of its alerting and alarming process. System alarms are created to warn users when thresholds are being maximized or breached. Alarms also inform users on the status of device availability, reachability, and interface availability.

- Businesses need proactive solutions that help avoid degradation of critical services and quality with immediate management of incidents.
- Proactive alerting that dispatches system messages automatically to the right people at the right time by email, text message, or tweet, reducing problem to resolution period.

Enhanced User Interface

The secure, easy-to-use, customizable dashboard displays the various network alarms with a colour-coded location and status, three levels of user types (admin, limited, and customer), and the ability to see current and historical performance data in one glance. With one click, users can narrow down to the specific device that is under duress.

Mitel Remote Monitoring alarm management comes with:

- Ability to show / hide alarms
- Ability to sort by severity, duration, customer / site
- Historical view by table / timeline

- Ticket management by number, owner, and status
- Ability to export alarms to ticketing system

Network Tools

Testing and Troubleshooting
Identify the source of a problem quickly, for faster resolution.

- Network diagnostics tools can be launched from any device.
- Remote IP set network test tool allows you to run IP traceroute directly from MiVoice Business handset.
- UCScore.com, a site qualification tool tests network fitness for a UC deployment, testing what matters to voice performance.

Secure Remote Access and Single Sign-On
Easily access network devices anywhere in the world, for more efficient troubleshooting and maintenance.

- No VPN required and single click device access.
- Integrated web-proxy server for remote access
- Single sign-on for fast access to MiVoice Business
- Authenticated and encrypted with SSL, SSH and HTTPS
- VMWare ESKI and 2 Factor Authentication for added security

Advanced UC Network Testing
Run scheduled and on-demand synthetic call tests to quickly pinpoint performance problems with diagnostic tools customized to voice and video.

Reports and Quick Queries
Reports demonstrate network and device performance, improving capacity planning and trend identification.

Container-Level Reports
- Performance and availability of devices over reporting period
- Reports by container or by device
- PDF format, delivered via email, includes preview and archive
- Monthly, weekly or on-demand

Quick Queries
- Retrieve key data, delivered in .csv format
- Optional pie chart and pivot table displays

Analytics and Advanced Reporting

Voice Quality Cause Visualisation
Voice quality correlation graphs point towards the root cause of a problem, allowing you to spot trends. Detailed reports help quickly identify and assess voice quality. Voice quality reports can be easily shared and include:

- A high level VQ score of a specific device or container.
- Isolated factors that could affect or impact the VQ score.

Trunk Traffic and MiCollab AWV Utilization Reports
- Know when more capacity is needed for better performance.
- PDF reports are easily downloaded and shared.
- See usage reports for audio, web and video.

Advanced Inventory Reporting
- Create custom reports with key inventory data.
- Report templates can be saved and downloaded.

Management Functionality

Simplify common management & administration operations with Mitel Performance Analytics.

Device Operations Scheduler
Schedule key operations for single or multiple devices.

Schedulable Maintenance Mode
- Configure and schedule maintenance mode for greater flexibility when devices are out of service, avoiding alerts.

Backups and SMDR Collection
- Scheduled or on-demand backups, for single or multiple MiVoice Business or MiVoice MX-ONE systems.
- Scheduled or on-demand SMDR collection, for MiVoice Business, MiVoice MX-ONE or MiVoice Office 250.

4Sight Monitoring for MiCloud Flex on Google Cloud
Serverless means simplicity, administrators can select "Flex Creation" when adding a new customer in Google Cloud - a wizard streamlines process. Created alarms notify technicians when thresholds are reached.

Flexible Alerting
Real-time alerts provide timely, actionable data on network issues, so problems are resolved more quickly.
- Custom alarm filters help manage service level commitments while schedulable alarm filters automate the process.
- Flexible alarm management allows you to decide how and when you receive alerts to reduce alarm fatigue.
- 4Sight Monitor has three types of alarms, device, threshold and system to give you control of the type of alarms - seen and actioned.
- 4Sight Monitor listens for incoming Emergency Response SNMP traps.

Device Discovery
Whether you're licensing one device or one thousand, 4Sight Monitor makes it simple - making it ideal for managing large, multi-node Mitel networks.

- Device Discovery: 4Sight Monitor scans the network and discovers devices, speeding the set-up process.
- System Configuration Wizard: Simplifies system set up and onboarding/licensing of new devices.

PROFESSIONAL SERVICES

The Process Explained | Do it well, do it once!

Sales and Design

Delivered by your Account Manager and Solution Architect this step will focus on the client requirements through the understanding and design of solution options within a commercial range that is acceptable to all parties. Dependant on the project type and complexity an estimation or quotation will be issued with a scope document that defines the key deliverables. This step is offered without charge and without obligation as we recognise the value and importance of exploring options and opportunity.

Preparation and Planning

Preparation and planning is an important and integral part of the chargeable project cycle. With each solution being bespoke designed to deliver the required range of functionality within each client's unique IT and operational environment. The implementation phase of any project represents the highest level of risk and it is always our aim to reduce the unknowns and risks through being better prepared.

Project Preparation and Documentation

Delivered by a Senior Project Engineers allocated to lead the engineering delivery of the client project. This process may require onsite investigation or meetings as well as remote access to any relevant platforms and information.

Project Administration and Coordination

Delivered by our inhouse project management team this valuable service offers our clients the knowledge and support of a dedicated project owner within 4Sight, who will coordinate and communicate with all key

stakeholders and suppliers through to the successful conclusion of the project. This is designated as a remote only service that is managed through telephone, email and conference bridge communications.

Project Management

Delivered by our Solution Architects working alongside our inhouse project management team, the Project Management option is offered where clients and/or the solution type require a formal process of documentation, meetings and change control through the planning, implementation and post implementation phases of the project.

We offer consultation and design services that will help you to budget and plan your projects. Each project/client has a designated design consultant and senior engineer who work proactively to deliver innovative ideas and project plans. It is our experience that many Mitel users are falling along way short of the potential of the solution and feel that their incumbent is reactive rather than proactive to their needs. Many continue to be sold additional licences and applications that duplicate resources or just will not work in the environments they are required.

We offer a full range of Project Management services – Our standard upgrades and smaller projects can be directly managed from within the client team by the Account Director (AD) and Principal Engineer (PE). Large projects are designed and managed by our in-house project team.

We offer a full implementation service managed by your dedicated client team regardless of the geography. We always aim to operate our resource levels well within our maximum client to resources ratios that we have set. This ensures we have the right balance of resource to provide the level of service required by our clients.

PROFESSIONAL SERVICES PRICE BOOK

SERVICE TYPE:	4 HRS	8 HRS	STANDARD /OHH
MONDAY TO FRIDAY 9:00 - 18:00	**4 hrs**	**8 hrs**	**Standard per hour**
APPLICATION ENGINEER (REMOTE)	£425.00	£750.00	£125.00
APPLICATION ENGINEER (ONSITE)	£550.00	£900.00	N/A
PER ADDITIONAL HOUR			£150.00
MONDAY TO FRIDAY 18:00 - 22:00	**4 hrs**	**8 hrs**	**OOH per hour**
APPLICATION ENGINEER (REMOTE)	£500.00	N/A	£150.00
APPLICATION ENGINEER (ONSITE)	£700.00	N/A	N/A
PER ADDITIONAL HOUR			£150.00
MONDAY TO FRIDAY 22:00 - 9:00	**4 hrs**	**8 hrs**	**OOH per hour**
APPLICATION ENGINEER (REMOTE)	£700.00	£1,000.00	N/A
APPLICATION ENGINEER (ONSITE)	£900.00	£1,400.00	N/A
PER ADDITIONAL HOUR			£175.00
SATURDAY/SUNDAY/BANK HOLIDAY 09:00 - 18:00	**4 hrs**	**8 hrs**	**OOH per hour**
APPLICATION ENGINEER (REMOTE)	£600.00	£900.00	£150.00
APPLICATION ENGINEER (ONSITE)	N/A	£1,100.00	N/A
PER ADDITIONAL HOUR			£150.00

NOTES:

1: Standardised Application onsite Engineering Rate. The Per Hour rate is a chargeable rate per hour for additional time over and above the 4 or 8 hour period. This CANNOT be used as a per hour rate on its own OOH.

2: OOH Remote engineering may be quoted with the prior agreement of the engineer who will complete the work and agreement from the client they will pay a minimum of 2 hours + any overrun rounded up to the next hour.