

## service level agreement.

(SLA)

### code of practice

circle.cloud is an independent company that delivers communication services to businesses.

This document outlines company details as well as information on SLAs and Escalation paths.

### operational times and responsibilities.

circle.cloud standard service levels operate between 8:00am - 5:30pm Monday to Thursday and 8:00am - 4:30pm Friday. 24/7 Technical Support is available as an additional service.

### circle.cloud is responsible for:

- Cloud-based telephony platform and infrastructure.
- Provision of a helpdesk for call handling.
- Fault resolution and escalation of circle.cloud supplied access services.
- Outage alerts by website/email.

### the customer is responsible for:

Notifying circle.cloud of any changes to site or contact details. Basic triage. Access to site for fault resolution. Adherence to circle.cloud Terms & Conditions.

### sla response times.

Best endeavours are always made to respond within circle.cloud's defined SLAs but on rare occasions, these may be impacted by incidents outside of circle.cloud's control.

- Phone: 20 Seconds
- Email: 15 Minutes

### reporting a fault.

If you're experiencing issues with your services, please report your fault to our Technical Support Team via one of the channels listed below:

Phone: 0333 043 6600  
 Email: [Techsupport@circle.cloud](mailto:Techsupport@circle.cloud)  
 Ticket: <https://circle.cloud/customer-hub>

Please be prepared with the following:

- Your name and company name
- Telephone number
- Your email address
- Full site address and description of the fault

### support levels and handling response times.

The primary method of reporting faults to circle.cloud should be via email or by telephone.

circle.cloud will determine the incident severity at the point of the fault being raised, this may change during investigation.

For example, if an Urgent incident is temporarily repaired, then the incident may be reduced to a High. The new classification will determine the course of actions thereafter.

### support levels are defined in the table below:

rating	1st response (phones)	1st response (email)	case updates	completion	definition of work request
urgent	20 secs	15 mins	1 hour	23 working hours	total service failure
high	20 secs	15 mins	2 hours	18 working hours	partial loss of service & repeat issues
medium	20 secs	15 mins	4 hours	18 working hours	intermittent loss of service
low	20 secs	15 mins	8 hours	12 working hours	changes, programming, general technical queries (no devices offline)

### connectivity. (lines & broadband)

The resolution time clock starts when a ticket is created on circle.cloud's system. As these faults are always reported to the Network Provider, resolution times will be driven by the provider's defined SLAs below. Network Provider escalation paths can be followed if required criteria is met and circle.cloud will provide guidance on this when appropriate.

Please note, if the fault or query is raised outside the Network Providers normal working hours then the clock will start from the first working hour of the next working day. Copper (WLR) Access Service

service care level	network carrier	circle.cloud
level 4	6 hours	8 working hours
level 3	Clear within 24-hours Mon-Sun (incl. holidays)	1 working day
level 2	Clear by end of next working day Mon-Sat	2 working days
level 1	Close of play next working day +1 Mon-Fri	2.5 working days

### full fibre access service.

service care level	network carrier	circle.cloud
standard	42 hours - engineering visits are available during normal working hours Mon-Fri 08:00-18:00 (excl. UK public & bank holidays)	2.5 working days

### ethernet (leased line) access service.

type of repair	network carrier	circle.cloud
urgent - hard down	6 hours	7 hours
service request	2 working days	2.5 working days

### sim access service.

type of request	network carrier	circle.cloud
SIM activation	24 hours	2.5 working days
SIM replacement	2 working days	2.5 working days
new provide 4G backup	2 working days	2.5 working days
adding / removing	24 hours	26 hours
diverts	24 hours	26 hours

Upon customer request, circle.cloud will raise any disputes over resolution timelines with the Network Carrier outside of their service level agreement and will pass on any appropriate service credits.

### complaints.

If our service has not been delivered to your expectations, please contact us on:

Email: [escalations@circle.cloud](mailto:escalations@circle.cloud)  
 Phone: 0333 043 6600

During any discussions, we will protect the privacy of the information that we hold on you. To do this, we may have to ask you a few questions to confirm that we are speaking to the person associated with the product or service.