



# Schedule Document

## Incident management

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Node4 Limited  
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### 1. Overview

This schedule contains details of the Incident management process including how an incident should be raised, management, communication, time to resolve and escalation plans.

In the event that you become aware of any incident in the operation of the services provided to you by Node4, you should notify us as soon as possible.

### 2. Definitions

**“Acknowledgment”** means an automated service which generates a response and alerts engineers of a service failure; or where there is dialogue between the client and the engineer.

**“Incident” means** an unplanned interruption to a service or a reduction in service quality.

**“Incident Report”** means a document containing the specific details of an incident and the root cause of the Incident.

**“Service Ticket”** means the tickets which are raised in relation to Incident or Service Request

**“Service Desk”** means the single point of entry for all Service Tickets and Service Requests which can be accessed over the phone, by email or via our portal

**“Service Request”** means a request for a change for information or advice

**“Support Hours”** means the contracted hours when the Service is supported (Bronze Silver, Silver Plus or Gold) as defined on the Order Form

**“Resolution Time”** means the length of time from the issue of the Service Ticket number to resolution or the service and/or associated equipment.

### 3. Specific terms

#### 3.1 Third party services

Support for third party equipment and services are subject to the specific support agreements in place

with those parties; where applicable Node4 will manage the Incidents with those third parties.

Copies of these agreements can be provided upon request from your Node4 Account Manager.

Third party services include (but are not limited to): vendor hardware & software support, Wide Area Network (WAN) services, cabling, power and environment.

#### 3.2 Incidents not covered

If the Incident cannot be traced to Node4 Services, network or equipment, or it appears to be a problem with resources or equipment for which Node4 are not responsible, Node4 will provide you with a report of tests that have been carried out and an explanation of how the Incident was traced.

If Node4 prove beyond reasonable doubt that the Incident is not related to a Node4 service, network or equipment, and you continue to request support then Node4 reserve the right to charge for this support.

Should Client require support services outside of Node4’s obligations, this will be charged for.

### 4. Notifying Node4 of an Incident.

#### 4.1 Before contacting Node4

If you are not the designated IT contact for your company, please check beforehand that nobody within your organization has already raised a Service Ticket for the same Incident.

To help us diagnose and resolve any suspected Incidents rapidly and effectively, you should endeavour to ensure that you are in possession of the following information when contacting Node4 technical support:

- Client organisation name
- Details of the services provided by us to you
- Client Incident site address & relevant contact details
- Where there is a circuit Incident – circuit details (DSL username, Telephone numbers, Circuit ID)
- Detailed description of the Incident and steps to reproduce if appropriate
- Details of any tests you may have carried out
- Availability of access to the site for Node4 engineering staff, or their contractors

- Whether affected services can be taken out of service, if necessary, for testing

Please also check the Node4 Status website ([www.n4status.com](http://www.n4status.com)) for known Incidents / outages that may be affecting your service before raising an Service Ticket with technical support..

#### 4.2 Contact methods

All Incidents raised with Node4 will be tracked using our web-based Service Desk system.

Node4 preferred method of contact is for you to raise your own Service Ticket on this system via our support website. <https://support.node4.co.uk>

If this is not possible, you can contact us via email ([support@node4.co.uk](mailto:support@node4.co.uk)) or telephone (0345 1232229 during contracted Support Hours only). Our technical staff will raise a Service Ticket on your behalf.

Each Incident will be assigned a unique service ticket ID. Please quote this unique service ticket ID when:

- Requesting a progress report
- Calling back to say that the Incident has been cleared
- Providing an update to a Technical Support Engineer

#### 4.3 High priority Incidents

If you raise a Level 1 or Level 2 priority incident (see definitions below) via the web-based Service Desk system , please also contact us by telephone on 0345 1232229.

### 5. Node4 identified Incidents

Node4 may raise Incidents against alarms on the Node4 Network or Clients monitored equipment. If a Incident affects your services then Node4 will use reasonable endeavours to promptly inform the named contact(s) via our Service Desk system, or by telephone in circumstances where the Incident means that that they would not receive email. The start time of an Incident is the time it is detected by Node4 and a Service Ticket number is allocated. For services affecting multiple Clients we will post updates on [www.n4status.com](http://www.n4status.com)

## 6. Incident resolution

### 6.1 Support Hours

The following table details the different Support Hours relating to the specific levels defined on the Order Form.

Support Hours	
Bronze	Standard business hours support 9am to 5.30pm week days, excluding bank and national holidays
Silver	Support hours between 7am and 7pm weekdays, excluding bank and national holidays
Silver Plus	Priority 1 and 2 - Support hours between 7am and 7pm 7-days a week, including bank and national holidays, excluding Christmas day, Boxing day and New Year's Day
	Priority 3,4 and Service Request - Support hours between 7am and 7pm weekdays, excluding bank and national holidays
Gold	Priority 1 and 2 - Support hours 24/7
	Priority 3,4 and Service Request - Support hours between 7am and 7pm weekdays, excluding bank and national holidays

### 6.2 Incident priority

Each new Incident will be assigned a priority level by the Service Desk based on the following definitions. These levels allow us to prioritise resources and escalate where appropriate.

Priority	Description
1 - Critical	A major Incident resulting in total loss of service.
2 - High	A major Incident resulting in a severe service degradation or loss of service to a significant percentage of users.
3 - Medium	A minor Incident resulting in a limited or degraded service or a single end user unable to work.
4 - Low	General, single user with degraded service, non-service affecting support.

5 - Service Request	Request for a change to an existing service or system, a request for information or simple questionnaire to be completed.
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### 6.3 Incident status

As a Service Ticket is progressed, it will be assigned one of the following statuses by the Service Desk. Not all Incidents will pass through every status.

Status	Description
New	All new Incidents and Incidents which have been reopened.
Assigned	Assigned to the technical group
In Progress	Our technicians are working on solving the issue.
Awaiting Info	We are waiting for information from 3 <sup>rd</sup> party or input from the Client
Resolved	Incident has been resolved and actions complete
Closed	Client has confirmed that solution is satisfactory Incident has been completed and closed by Node4

### 6.4 Incident duration

The exact Incident duration will be calculated as the elapsed time between the Incident being reported to the Service Desk and the time when Service is restored.

Node4 will use reasonable endeavours to adhere to the resolution times. Where Incident resolution involves third parties, or hardware replacement, then this is subject to the support contracts in place with those parties.

### 6.5 Resolution Time

Resolution Time is defined as the time between a Service Ticket is issued by the Service Desk, and resolution of the Incident (not including time waiting for Client input).

Times are measured during contracted Support Hours as defined on the Order Form.

All priority 1 & 2 Incidents should be raised via the Service Desk by a phone call. Should a priority 1 or 2 incident be raised via the portal or e-mail, the Client

is required to follow this up with a corresponding phone call to enable work to commence immediately on the issue.

Priority	P1*	P2	P3	P4	Change
Response Time	30 Mins	1 Hour	2 Hours	4 Hours	12 Hours
Commencement	1 Hour	2 Hours	4 Hours	N/A	N/A
Frequency of Updates	1 Hour	2 Hours	12 hours if Resolve / Target to Fix exceeded		
Resolution Time	4 Hours	8 Hours	12 Hours	36 Hours	60 Hours

Resolution times in the table above do not apply where there is a Client Responsible Incident, a Third Party Attributable Incidents or events outside Node4's reasonable control, any incidents including these aspects will be excluded from reporting provided.

\*Any P1 Incident relating to FTTC and Broadband will be downgraded to P3 if Incident is confirmed as 3<sup>rd</sup> party circuit issue, frequency of updates will then be every 12 hours if Resolve / Target to Fix exceeded.

Service Requests outside of the support contract, or Change Request implemented outside the Contracted Support Hours these will be dealt with as chargeable projects.

### 6.6 Incidents reports

Node4 will always try to give reasons for outage (RFOs) where possible. In most cases, this will be done on the Service Ticket. For major Incidents, or Incidents affecting multiple Clients, a formal Incident Report will be made available. This will be released when we have completed an investigation into the cause of the Incident and, as such, will be issued within 5 working days after the Incident is resolved. Interim or follow-up reports may also be issued where appropriate. You can request an Incident Report through the Service Ticket or via your account manager.

## 7. Keeping you informed

You will be kept informed of progress on your Incident via our Service Desk system. You can log into the system at any time at <https://support.node4.co.uk> with your username and password to view the progress of your Incidents. For access to the Service Desk system, please speak to your Node4 account manager.

Email updates will be sent upon Service Ticket creation and every subsequent time the Service Ticket is updated (e.g. notes added, status changed etc.).

Updates will continue to be sent until the Incident has been closed, cancelled or the process is put on hold because, for example:

- You fail to provide any necessary information requested by us
- You fail to provide access to site when requested
- You request the Incident to be put on hold until downtime is arranged

For Level 1 and Level 2 Incidents (see below) we will endeavour to contact you within 30 minutes of the Incident being rectified to confirm restoration of service. Depending on the type of service, some Level 1 or 2 Incidents may be escalated within Node4 as part of our escalation procedure.

## 8. Escalation

Node4 have a support team structure and a formal set of internal processes designed to deal efficiently with technical support Incidents. These processes are outlined in the flowchart below.

Under normal circumstances most Incidents are dealt with quickly by our support team. We may escalate the problem internally to more senior technical support staff during the Incident management process and we will always endeavour to keep you

informed of progress via the Service Ticket. If we feel it is necessary, we may also escalate the Incident within Node4's management hierarchy so that we ensure that the appropriate resources are made available. These 2 types of escalation are outlined below.

### 8.1 Functional escalation

Functional escalation is the normal transfer of an Incident to individuals or teams with a higher level of technical knowledge to reach a resolution. Many Incidents will be escalated internally in this manner. Standard process is to escalate through 1st, 2nd and 3rd line teams until the Incident is rectified, but the nature of the problem may allow for the bypass some of these stages. As the Incident moves through this process, the Service Ticket will be updated at appropriate stages.

### 8.2 Hierarchical escalation

In some cases, an Incident will be escalated within the management hierarchy of Node4 alongside a functional escalation. There are several triggers for this and the level of escalation will depend on the details of the case. An Incident that has been escalated in this manner will usually be overseen by a dedicated Incident Manager (usually the Service Delivery Manager). Your Node4 account manager will also be included in communications.

### 8.3 Possible hierarchical escalation triggers

- A Service Level Agreement (SLA) breach is likely
- The Incident has been classified as major (e.g. a DR scenario, total loss of certain types of service etc.)
- The functional escalation process has failed to deliver a solution and external resource may be required.
- A formal Client complaint has been made regarding the handling of the Incident.

