



Support and Fault Handling Policy





Introduction

All our products are designed with high uptime and high quality in mind.

Our software-defined network ecosystem has self-healing capabilities along with built in resilience at the following levels:

- Circuit
- Broadband platform
- Core router
- Geographic datacentre

Our software overlay, and multi-path, multi-VNO technology mean that customers can construct services that are as resilient and high capacity as they choose.

Different combinations of technologies and features will therefore result in different risk profiles for potential service degradation and interruption. Customers can tailor their risk profile by:

- Choosing to aggregate more circuits
- Combining different tail technology types
- Implementing resilient CPE
- Using VNFs on their own virtualised server platform

Advanced Monitoring and Analytics

At the core of our ecosystem is our AI and monitoring platform. Gathering continuous telemetry from every network node, we always know the status of our network and all connections.

We provide eviewlive.net so customers have access to this network visibility 24/7. eView Live also allows you to report issues to our support team.



Technical Support Team

Our support team are available during business hours on phone and email to diagnose and fix issues with our services. Business hours are working days from 8am to 6pm excluding bank holidays.

While our SDN platform can detect and rectify many connectivity issues, we can all play a part in helping it learn how to fix new ones.

Please report any issues you experience, including the specifics of user experience in given networking situations. The more issue profiles we diagnose and fix, the more our AI platform learns to detect and fix itself.

Out of Hours Support

Our network ecosystem and every connection is monitored 24/7 by our network team. If network issues occur, they are fixed either automatically by the appropriate platform in our ecosystem, or dealt with by senior network engineers. Whatever resources that are needed are called upon to ensure issues are resolved quickly and completely.

We operate an out of hours support service, available on our standard telephone number that allows you to talk to an agent, and determine if any issues are being experienced by your connection.



Service Level Agreements

We are not an insurance company, but we do have market beating SLAs and fix time guarantees. Everything we design has the aim of making connectivity better, and keeping you online.

Our SLAs, fix times and fault thresholds are detailed below, but it's important we have a conversation about avoiding network continuity events as much as possible.

In the same way you might choose to move to a cloud app, or online backup, to lower risk and improve your uptime, we can talk about lowering your risk profile by adding resilience options.

We have two tiers of SLA:

| SLA | Uptime | Connectivity Fix Time | Hardware Fix Time |
|----------|---------|-----------------------|-------------------|
| Standard | 99.9% | 4 hour | Next Business Day |
| Assured | 99.999% | 1 hour | 1 hour |

Standard

All multi-line connectivity with a single EVX Network Virtualisation Appliance comes with:

- 99.9% uptime guarantee
- 4 hour fix time guarantee for connectivity failure
- Next business day hardware replacement



Assured

All multi-line connectivity with more than one type of circuit technology, and with a hardware resilience option comes with:

- 5 9s uptime guarantee (99.999%)
- 1 hour fix time guarantee for connectivity failure
- 1 hour fix time guarantee for hardware failure

Service credits are calculated over a quarterly period and applied to the next invoice.

Fix means restoring overall connectivity failure – getting you back online.

Customer delays and local power outages don't count towards fix times or uptime guarantees.

All fix time guarantees are business hours.

Next day swap is based on being reported before 2pm.

Fault thresholds

When every connection is installed, we make sure it's working optimally, and then benchmark it. Our fault thresholds are based on those individual benchmark figures and are as follows:

| Metric | Threshold |
|-----------|-----------|
| Latency | +30ms |
| Jitter | +20ms |
| Loss | +0.5% |
| Bandwidth | 80% |

When our analytics and monitoring platform detects these changes, support cases are automatically raised and investigated by AI systems and network engineers. Customer are kept informed via email, phone and eView Live.



A UK Communications Infrastructure for the 21st Century

Evolving Networks is a market leading SDN provider, fusing proprietary software technology with connectivity to create agile, resilient and intelligent connections. The Evolving Networks ecosystem brings together the UK's only multi-VNO Access Network with their Intelligent Network Fabric to deliver high bandwidth, resilient, multipath Ethernet connections - anywhere, over any tail technology. This unique approach delivers internet connectivity and SD-WAN as a Service to tens of thousands of workers across the UK and is trusted by the NHS, CSC, BAE Systems and Capita.

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