



Service Level Agreement

Version 2.0

Primo Partnership SLA 2022

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General

1. This agreement should be read in conjunction with the Primo Dialler terms and conditions. The terms agreed in the terms and conditions will supersede any items in this SLA where there is duplication or omission.
2. Primo Dialler will take all reasonable steps to restore Service in accordance with this agreement.
3. Neither party shall be liable to the other for failure to perform any obligation under this Agreement (other than an obligation to pay) where such failure was outside such party's reasonable control, including without limitation, the consequence of natural phenomenon, war, civil disorder, inclement weather, fire, failure or shortage of power supplies, seller failure, breach, or delay, industrial disputes, acts or omissions of government, acts or omissions of other telecommunications operators, compliance with statutory obligation, or any other cause beyond Primo Dialler's reasonable control.
4. This Agreement may not be assigned or transferred by the Customer to any third party without the prior written consent of Primo Dialler.
5. Nothing in this Agreement shall create or be deemed to create a partnership or the relationship of principal and agent between the parties.
6. No failure or delay by Primo Dialler in exercising any of its rights under this Agreement shall be deemed to be a waiver of that right and no waiver by Primo Dialler of a breach of any provision of this Agreement shall be deemed a waiver of any subsequent breach of the same or any other provision. Any waiver or breach must be expressed in writing by the party waiving such breach.
7. If any provision of this Agreement is held by any court or other competent authority to be invalid or unenforceable in whole or in part the other provisions of this Agreement and the remainder of the affected provision shall continue to be valid.
8. The rights of Primo Dialler under this Agreement are cumulative and in addition to any other right or remedy available to it at law or in equity.
9. This Agreement shall be governed by and construed in accordance with the laws of England.

FAULT REPORTING

10. Before reporting a fault to Primo Dialler, the customer will carry out full and comprehensive tests to determine the extent and location of the fault. All relevant fault details are to be included in the report to assist with prompt resolution. It is the responsibility of the customer to use the correct reporting method for the grade of fault to be reported.

11. All fault reports and customer requests will be recorded on our ticketing database for tracking and appropriate escalation. Customers will be provided with a ticket number, and a copy of their submission via email.

12. Priority 1 (High) faults should be reported to 0161 710 2740 (24 hours a day, 7 days a week). You will be asked to provide details (Account name, main contact, description of issue, operational impact, time issue first reported etc). Once the relevant information has been gathered a member of our technical team will be assigned to investigate and resolve the issue as a matter of urgency.

13. Priority 2 (Medium) faults should be reported to 0161 710 2740. (24 hours a day, 7 days a week). You will be asked to provide details (Account name, main contact, description of issue, operational impact, time issue first reported etc). Once the relevant information has been gathered a member of our technical team will be assigned to investigate and resolve the issue in line with agreed SLA's

14. Priority 3 (Low) faults are to be reported by raising a support ticket either by emailing Support@primodialler.com or by calling 0161 710 2740 (24 hours a day, 7 days a week). You will be asked to provide details (Account name, main contact, description of issue, operational impact, time issue first reported etc). Once the relevant information has been gathered a member of our technical team will be assigned to investigate and resolve the issue in line with agreed SLAs

15. Once a fault/request has been logged a full fault investigation will begin. Primo Dialler will contact and liaise as appropriate with any 3rd party carrier/operator or service provider. Regular updates will be provided to the Customer as per agreed timescales and based on severity of the problem. Details of expected time to fix (if available) will also be provided by Primo Dialler.

FAULT CATEGORY

16. Priority 1 (High impact high, priority issue): - e.g. All inbound numbers have ceased to work. - Termination to all destinations has ceased.

17. Priority 2 (Medium impact, medium priority issue): - e.g. Customers are unable to interface with Primo Dialler's network - One, or a batch of, inbound numbers are failing.

18. Priority 3 (Low impact, low priority issue): - e.g. Poor call quality is experienced to any destination. Reports or CDRs are unavailable.

RESPONSE TIME

19. The target times to respond to Priority 1 faults are as detailed here:

During office hours (8:00 to 20:00 GMT, Monday to Friday) = 2 hours

Out of office hours (including public holidays) = 4 hours

20. The target time to respond to Priority 2 faults are as detailed here:

During office hours (8:00 to 20:00 GMT, Monday to Friday) = 4 hours

Out of office hours (including public holidays) = 6 hours

21. The target times to respond to Priority 3 faults are as detailed here:

During office hours (8:00 to 20:00 GMT, Monday to Friday) = 6 hours

Out of office hours (including public holidays) = 1 working day

ADMIN/MAINTENANCE REQUESTS

22. Non fault related requests are deemed to be any such requests not related to any fault or performance of the dialler. A non-exhaustive list of examples of such requests are outlined below with their associated response times.

23. Response times for Admin/Maintenance requests are based on 3rd party supplier SLAs and operational impact priority. In all instances Primo Dialler will endeavour to resolve faults and requests in as short a lead time as possible.

Request	SLA
DID Requests	1 working day - 10 working Days
Whitelisting numbers	1-2 working days
User Creation	1 working day
Softphone account creation for User	1 working day
Softphone account creation for live listening	1 working day
Training Softphone set up new user	3 working days
Training Campaign Creation	3 working days
Training Admin List creation	3 working days
Watching a customer upload data	8 - 12 Hours
Check data to see if its suitable for upload	4 - 6 Hours
Where is a particular report stored?	1 working day

Continued...

Request	SLA
How do I get reports?	1 working day
How do I see my agents?	1 working day
How do I access recordings?	1 working day
Can you change my dispositions?	2 working days
Can you change my pause codes?	2 working days
Can you upload my IVR?	2 working days
Can you change my IVR?	2 working days
Can you add more calling routes	1-2 working days
Can you add particular prefixes in my route	1-2 working days

FAULT CLEARANCE

24. On successful identification and rectification of the fault by Primo Dialler, the Customer will be notified (where applicable), and will be requested to carry out a test to ensure that the fault has been cleared to their satisfaction. If it is identified that a fault is still apparent Primo Dialler must be notified accordingly, if no notification is received the fault will be assumed to be clear and the customers ticket and associated investigation, closed.

ESCALATION PROCEDURE

25. If as a result of the service levels being breached or other service issue, the customer is dissatisfied, an escalation process can be initiated by emailing: escalations@primodialler.com. Tickets raised via this channel are managed by senior business managers and will be investigated as a matter of urgency.

26. The escalation process is for reporting dissatisfaction and is not to be used to speed up fault or request tickets. Any requests falling into those categories sent to the escalations address, shall be reassigned and resolved in line with the relevant response time.

PLANNED MAINTENANCE AND UPGRADES

27. Planned network maintenance or upgrades may be required from time to time. 7 days notice will be given to all customers that may be affected by this type of outage.

28. Primo Dialler will use all reasonable endeavours to carry out this work with little or no disruption to customers but if Primo Dialler and the customer cannot agree the timing of the outage Primo Dialler's decision shall be final.

UNSCHEDULED MAINTENANCE

29. Under exceptional circumstances, it may be necessary to perform emergency maintenance, without prior notice. Primo Dialler will endeavour to provide as much notification as possible for emergency maintenance.

THIRD PARTY ATTRIBUTABLE FAULTS

30. If a fault is identified as being attributable to a third party (i.e. neither the Customer nor Primo Dialler), the fault shall be deemed to be the responsibility of Primo Dialler but no downtime will be included in Service reliability calculations. In such event, Primo Dialler will use all reasonable endeavours to restore the Service within the target times to repair.