

Service Management



Last Updated: April 2025

1. FAULT MANAGEMENT

1.1 General – Support desk

- 1.1.1 The Customer shall ensure that there are suitably trained in house personnel to provide tier 1 support services. These services will include handling of sales enquiries, basic technical support and diagnostics, Installation training and other activities that do not require high level technical expertise. For the avoidance of doubt, CSL will not provide direct support to any end users of Customer.
- 1.1.2 CSL will provide a technical support desk (TSD) to the Customer in applicable territories for which contact details can be found on the website in the 'contact us' section and is available on Working Days for general requests and priority incidents as detailed in the table below. Before contacting the TSD customers should check CSL's status page (<https://status.csl-group.com> or other page that may have been communicated) for any known incidents which are affecting its services.

Support Desk availability and response

METRIC	AVAILABILITY	SERVICE LEVEL TARGET
Technical Support Desk (TSD) Availability	On Working Days during Working Hours	99.50%
Telephone Calls Answered – Average Speed to answer	Within 90 seconds On Working Days during Working Hours	>80%
Call Abandoned rate (for calls > 15 seconds)	On Working Days during Working Hours	<8%
All electronic communication requests Email - Average time to respond	Within 60 minutes On Working Days during Working Hours	95%

- 1.1.3 Outside of Working hours Customer Severity 'High' and if urgent 'Med' incidents, as detailed in the table below, should be reported to CSL's Network service desk via email (servicedesk@csl-group.com) and the contact details provided at the point of setup.

<u>Incident Priority</u>		Customer Severity		
		<u>Low</u>	<u>Med</u>	<u>High</u>
		Low - Issue impacts the customer from utilising a portion of the service.	Med - Issue prevents the customer from performing critical time sensitive functions	High - Service Entirely Unavailable or performance materially degraded that materially impacts usability
Incident Impact	Low – 5% or less customers or sites impacted	Low – P4	Low – P4	Moderate – P3

	Medium – 5-25% of customers or sites impacted	Low – P4	Moderate – P3	High – P2
	High – Large Number of Customers or sites impacted (25% or more)	Moderate – P3	High – P2	Critical – P1

- 1.1.4 Customer shall procure such co-operation from users and from any of its third-party providers as is reasonably requested by CSL to assist in the management of Incidents.
- 1.1.5 If the Customer contacts the Support desk with a request or to report an incident CSL will respond by:
- (a) providing advice by telephone, email or chat including instruction where appropriate, as to tests and checks to be carried out by the Customer;
 - (b) where possible, carrying out diagnostic checks from CSL premises including Cellular connectivity testing.
 - (c) log all requests/incidents and resolution details on CSL's Event Management system with:
 - i. Date / Time of report, contact and Incident report details;
 - ii. Unique Identifier for incident ticket;
 - iii. Date / Time of clear;
 - iv. Advise of issue details & reason for failure for P1 & P2 incidences
- 1.1.6 Incidents may be reported at any time; however ordinarily Incident resolution will only occur during Working Days.

- 1.1.7 The Customer must ensure their personnel contacting the Support Desk are approved, trained and competent to liaise with CSL and carry out any instruction as needed to resolve or complete the request.
- 1.1.8 Fault management does not include:
- (a) the provision, repair or maintenance of Customer Devices;
 - (b) the provision, repair or maintenance of Cellular/Satellite signal coverage to the Customer site; or
 - (c) on-site installation, repair or maintenance of CSL-supplied CPE unless specified within the quotation and order acknowledgement;
- 1.2 **Proactive Monitoring – Managed Routers Only**
- 1.2.1 The Proactive Monitoring service is not provided as standard but is available at an additional charge.
- 1.2.2 If the Order Form indicates that Proactive Monitoring has been ordered by the Customer, CSL will on a 24-hour x 365 basis, proactively monitor all CPE that are supplied as part of the Service and have been formally commissioned into operational in-life status. Where possible, CSL will:
- (a) Monitor the CPE at regular intervals (through ICMP polling and SNMP or similar mechanisms);
 - (b) Detect failures or deficiencies that may or may not be visible to the Customer and take appropriate action ;
 - (c) Detect and Alert on total communications failure and take appropriate action where possible;
 - (d) Notify the Customer of those sites which may be classified as “Cause for Concern” which may require Customer attention and require monitoring to be paused or stopped. These may include but are not limited to:
 - (i) Incidents that may be as a direct result of substandard installation;
 - (ii) Sites where a path is or has become unavailable for example due to poor cellular coverage, environmental changes or localised site/connectivity issues;
 - (iii) Sites that have not achieved successful commissioning into operational In-Life status;
 - (iv) Sites where resolution has been determined to require Customer attention, on-site access etc;
 - (v) Device issues i.e. due to loss of power of site;
 - (e) CSL will alert the Customer to issues or planned/unplanned outages which may affect the performance of the Service.
 - (f) The Customer will provide contact details for nominated and specific personnel to whom all Proactive Monitoring alerts can be directed for action.
- 1.3 **Target Resolution Times for Faults**
- 1.3.1 Faults/Incidents shall be deemed to commence when acknowledged by CSL and end when CSL advises Incident resolution. The Customer will be deemed to have been advised if CSL has made reasonable attempts to contact the Customer or where check CSL’s status page (<https://status.csl-group.com>) has been updated to indicate the end of the incident.

Network Incident Management Service Levels

PRIORITY	DESCRIPTION	TARGET RESPONSE TIME	TARGET RESOLUTION TIME	CONTACT POINT
P1	Total loss of service for >25% of customers and/or sites.	2hr	4 hrs	TSD during working hours NOC outside of TSD hours
P2	>20% of customers and/or sites has a degraded service.	4hr	8 hrs	TSD during working hours NOC outside of TSD hours
P3	5% to 20% of customers and /or sites has a degraded service.	12hrs	24 hrs	TSD during working hours NOC outside of TSD hours
P4	Impaired service for 1 or more sites <5% are affected	24hrs	32hrs	TSD during working hours

1.3.2 CSL will use reasonable endeavours to meet the above Target Resolution Times; however, if during the Incident investigation CSL identifies that the problem lies with the Customer, User and/or any third party, the Target Resolution Time shall not apply.

1.4 Target Resolution Times for Wired Paths

1.4.1 General

- (a) For new installations operational in-life status will take full effect after a 30 day stabilisation and settlement period following the commissioning of the Service to a new site.
- (b) Where a Wired Path has failed, resolution will be subject to the Care Levels detailed below.
- (c) When resolution activities require engineering attendance at Customer Premises, the Customer will be responsible for providing access to the site, as requested and coordinated by CSL.
- (d) Target Resolution Times for Wired Path components are subject to site access being granted by the Customer if and when required.
- (e) Faults/Incidents shall be deemed to: (i) commence when acknowledged by CSL; and (ii) end when CSL advises Incident resolution. The Customer will be deemed to have been advised if CSL has made reasonable attempts to contact the Customer.

1.4.2 xDSL/FTTx/PSTN Components

- (a) Where troubleshooting concludes that a fault exists with the underlying xDSL, FTTx or PSTN components to a site, target resolution times will be subject to the associated Care Level that has been subscribed to for that component. The Standard Care levels on these components as defined in the table below. Enhanced Care levels are available at additional cost.

Care Level	Period of Cover	Target Resolution Time
XDSL/FTTX Standard Care	08:00 to 18:00 Working Days	48 Hours
PSTN Standard Care	08:00 to 18:00 Working Days	Next working day when reported before 12 noon

- (b) Where an xDSL/FTTx/PSTN fault is reported outside of the period of cover applicable to the relevant Care Level which the Customer has subscribed to, the fault will be treated as if it had not been reported until the beginning of the next period of cover and this will be the start time for the Target Resolution Times above.
- (c) The Customer will be liable for any charges incurred by CSL where a fault is reported and is deemed to be Customer caused, or where the Customer fails to allow access which also results in a charge incurred by CSL.

2. SERVICE EXCLUSIONS

2.1.1 CSL may temporarily interrupt the Service to carry out Planned Works. CSL will notify the Customer where possible of any Planned Works directly or via its status site <https://status.csl-group.com/>. “Planned Works” means CSL-initiated changes to the Service or those initiated by the underlying providers of the communications bearers (e.g. for essential maintenance or network upgrades). CSL will use reasonable endeavours to minimise the Planned Works and any subsequent disruption to the Customer. The Customer is responsible for notifying its users or other relevant third parties of any Planned Works.

2.1.2 The service levels set out in this Schedule exclude failures for the following reasons:

- (a) Faults or incidents with any other Service Provider service purchased under a separate agreement and/or service specific terms;
- (b) A fault or incident in, or any other problem associated with supplied power, any Customer Equipment, non-maintained structured cabling, or other systems or networks not operated or provided by CSL;
- (c) Customer’s failure to provide the necessary space and power required for the installation and operation of the CPE supplied by CSL;
- (d) A fault, incident or delay that arises as a result of a request by the Customer for an expedited delivery of the Service;
- (e) Service suspension or a Force Majeure event in accordance with the General Terms & Conditions or this Service Description;

- (f) Sites where CPE replacement is required and CSL are awaiting Customer resources to attend and complete;
- (g) Failure to supply all reasonable information CSL require, including but not limited to, accurate and complete details of the Customer Site as required to fulfil and complete the Order;
- (h) The Customer requesting CSL to modify a Customer Site, or to test one, although no Incident has been detected or reported in accordance with the Agreement;
- (i) Any degradation of performance that is caused by, or for any fault or incident in, the access circuit that occurs as a result of, or in connection with, technical limitations beyond CSL's control;
- (j) Non-availability due to routine or otherwise scheduled maintenance or suspension permitted by the Agreement;
- (k) A fault or incident caused by the Customer's negligence, act or omission or that of any third party not within CSL's direct control;
- (l) Any incompatibility or failure of the Customer's own equipment or network;
- (m) The failure of the Customer to comply with its obligations to CSL;
- (n) Where the fault(s) are wholly out of the control of CSL and due to a large-scale outage
- (o) Any deficiency or malfunctioning of CSL's equipment resulting from any damage caused by a third party;
- (p) Any matter beyond CSL's reasonable control;
- (q) Any other occurrence for which liability has been disclaimed.

3. DEFINITIONS

Capitalised terms in this Service Description shall have the same meanings as in the CSL General Terms and Conditions and in addition the following terms shall mean:

Cellular	means mobile data communications technology provided over 2G, 3G, 4G or 5G (or similar) networks
CPE	means customer premises equipment; CPE can be either (a) purchased outright ("Purchased Equipment") or (b) provided as part of the Service ("Rental Equipment" or "Bundled Equipment")
Customer Device	means the Customer equipment to which remote IP communication is required, such as without limitation a digital video recorder or access control system
Incident	means any fault, incident or problem which affects the Service provided to the Customer, excluding any fault, incident or problem with any other CSL service purchased under separate Service Terms
IP	means Internet protocol a suite of open architecture protocols that allow data communication over disparate networks
PSTN	means the Public Switched Telephone Network
Service	means the services provided by CSL
Wired Path	means a copper wire or fibre telecommunication connection between an End User's premises and the local telephone exchange or cabinet, over which broadband-type services may be running

Working Days	means Monday to Friday excluding public holidays
Working Hours	means 9am to 5pm in the local hours where the CSL Affiliate provides the Service, but the Customer must enquire at CSL's local office for further information on local variations to Working Hours