

SCG Corporate Evonex Hosted Telephony

Service Definition

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1. Product Overview

SCG Corporate are proud to present **Evonex**; a fully hosted product, which delivers the features of a traditional telephony system with **unlimited FREE calls** to UK local, national, regional and mobile numbers.



Evonex is a complete business telephony service. It provides a comprehensive range of features and facilities that allow businesses to link their fixed and mobile telephony, easily and efficiently, improving productivity and corporate image. Evonex offers all the benefits of a traditional fixed PBX telephone system and more; with advanced applications for specialist environments which grow with you.

A range of handsets enables you to bespoke your solution; from our standard Cisco 6851 desk phone; ideal for occasional use, through to the Cisco 8865; perfect for Directors or users who require conference calling facilities direct from their handset. The stylish and functional Yealink CP960 Conference Phone and Yealink W60P DECT phones complete the solution, offering a phone for every application.

Evonex Hosted Telephony Platform: Enhanced Emergency Preparedness & Safeguarding

The SCGC Evonex Hosted Telephony Platform is engineered specifically for the education sector, delivering a resilient, compliant and highly secure communications environment for schools and Multi-Academy Trusts (MATs). Designed around the operational realities of educational settings, Evonex supports urgent communication, safeguarding workflows, and emergency response — including alignment with emerging legislative requirements such as Martyn's Law.

With features such as school-wide broadcast capability, lockdown alerts, intelligent scheduling, and deep MIS integration, Evonex provides a unified communications infrastructure that improves response times, enhances situational awareness, and helps leadership teams act decisively during critical events.

Alignment with Martyn's Law

Evonex supports key expectations of Martyn's Law through:

- School-wide public address and alerting via every handset
- Evonex enables instant broadcast messages across all handsets within a school or Trust — ensuring alerts reach every classroom, office and workspace simultaneously.
- Distinct lockdown and security alert tones
- The platform provides clear differentiation between emergency alert types, helping staff and pupils quickly recognise the nature of an incident.
- Integration with fire alarms, intruder alarms, and door/gate entry systems
Evonex can interface with existing school infrastructure to trigger alerts automatically, open secure gates or doors from a handset, and support

- combined alarm responses.
- System-wide administrative oversight and automated scheduling. Administrators can centrally manage routing, adjust messaging, and implement
- Trust-wide operational changes during incidents.

Enhancing Lockdown Procedures

Rapid activation of lockdown alerts from any handset, desktop or mobile app. Staff can initiate a lockdown alert in seconds from any connected device, benefits include;

Trust-wide communication using handset-based PA functionality

- A single command can reach hundreds of handsets across multiple schools, ensuring coordinated action.
- MIS integration for improved safeguarding response

Integration with platforms including CPOMS, Arbor and Bromcom supports caller identification linked to student records and direct safeguarding log entries.

Automated time-based routing and messaging

The system can automatically play emergency messages after hours, redirect calls, and adjust responses during school holidays.

Technical & Operational Advantages

- Triple-redundant Active-Active-Active data centre architecture with 99.999% uptime
- Evonex operates across three geographically separate data centres to ensure continuous availability.
- Multi-device access for safeguarding and leadership teams
- Staff can communicate using desk phones, mobile apps, desktop softphones and web clients.
- Granular administrative controls
Administrators can override routing, set up emergency forwarding, and prioritise safeguarding lines.

Education-Sector Specific Features

- Classroom licences enabling a handset in every room
- Low-cost classroom licences allow schools to equip every learning space with a handset.
- Support for CPOMS, Arbor and Bromcom
MIS integration allows caller identification linked to student and parent records.
- Built-in paging, lockdown alerts and automated scheduling
Education-focused features allow schools to deliver school-wide announcements and pre-schedule holiday hours.

Conclusion

Evonex delivers a robust, school-designed telephony infrastructure that enhances lockdown execution, strengthens safeguarding, and supports statutory compliance. It ensures schools can act rapidly, clearly, and confidently in emergency situations.

Evonex Key Features

Evonex is packed full of innovative features to help businesses make the most of their communications:

Simple to use – Using Evonex phones is just like using any other traditional telephone system, no specialist knowledge or skills are required to make the most of all the features the system provides.

Always available – everywhere you go! Never miss a call again, with Evonex you can link your office phone to your mobile phone – ideal for when you're on the move.

Evonex Desktop App - The included Evonex Desktop app compliments your desk phone; allowing you to easily see what calls are coming in, transfer calls with a quick click, chat to available colleagues using Instant Messaging and manage your own voicemails or call availability in real time.

One system, Multiple sites – Evonex allows you to effortlessly link multiple locations together - out of the box. This improves call handling, call monitoring and improves all round efficiency.

Music On Hold & Smart Messages – Simple features which help to stop your callers feeling like they've been left hanging on the line.

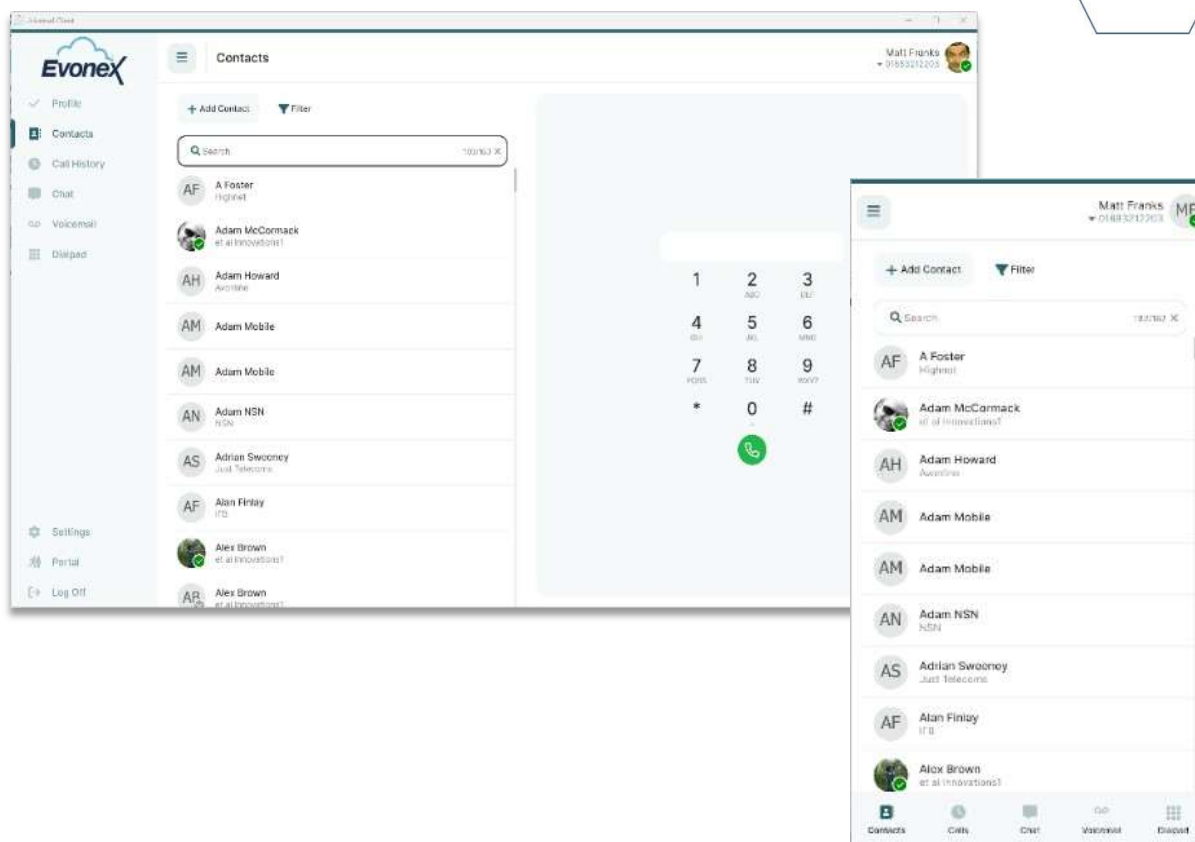
Built in Disaster Recovery and business continuity – Tube strikes, snow days and child care problems are often headaches that business owners could do without. Evonex has built in business continuity, available 24/7 at the click of a button. Divert calls to mobiles, activate disaster recovery options quickly and continue your business as usual in every eventuality.

Affordable – No more large CAPEX costs to think of and paying for features you don't need! With Evonex you only pay for the quantity of users you require and the features they need.

Scalable – Evonex is the system that can grow with you and your business. No matter how often your business may evolve, Evonex evolves with you. Changing or adding new users, adding extra phones to the network, updating any of your system preferences - you have complete control of the way your phone network is configured.

Evonex Connect

Evonex Connect is the brand-new cross-platform client incorporating softphone, chat, directories, call history, voicemail with transcription. The key difference here from previous versions of the Evonex softphone is this is built around WebRTC technology, meaning the application is usable and identical across any device, with dedicated Windows, Mac, Android and IOS apps but will run on any device including tablets or any modern web browser. In addition to being usable across all these devices, Evonex Connect is user based rather than CLI based so the end user can have up to 5 devices associated with the same CLI number.



Microsoft Teams – Since 2020, Microsoft teams has become a virtual part of many businesses across the globe. Naturally, soon after came the questions of using teams as part of the phone system. In keeping up with the modern world, Evonex has allowed that capability to integrate with teams.



World-class collaboration features are offered by Microsoft Teams, bolted to full PBX functionality from Evonex enriching the user experience by offering the Insights reporting suite, enhanced functionality, and routing along with the ability to fully record calls. With Teams direct routing / calling plan model, it's all or nothing.



Insights – Evonex Insights is the inclusive call reporting package. it comes at zero extra cost and will show detailed call report summaries in graph, PDF, and CSV format. There are three categorisations of the reporting, Incoming Calls, Outbound Calls and Call Activity. This presents real-time reports against missed customer calls. All reports are at a DDI level meaning you can be extremely granular with the level of reporting. It can be pulled by group, by a specific user or for the entire business. Just like the Evonex platform itself, Insights is entirely designed by the in-house SCGC development team and the intellectual property is owned by SCGC.



1.2 Why Evonex?

1.2.1 Cost effective

Quick and easy to install, with no capital outlay, the Evonex Phone System provides all the functionality of a traditional telephone system with advanced features that make communicating with your staff, customers and suppliers easy and efficient.

1.2.2 Flexible

Instant messaging, presence and click to call features enable you to instantly see who is available and connect with them, while hunt groups and wallboards help you manage and monitor your inbound calls and group communications.

1.2.3 Monitor team activity

The easy to use portal enables company administrators and site administrators to view team activity and make real-time changes. Users can quickly and easily access standard features such as call forwarding, busy and much more.

The features and level of control given to site administrators and individuals can be managed from the portal:

- Instant messaging and presence
- Video and Voice conferencing
- Integrate your phone and desktop
- Inclusive calls
- Choice of handsets

Once you've chosen Evonex, you benefit from a range of feature-rich handsets that allow you to get the best results from the technology.

We can advise on the handsets and headsets to suit every requirement including; headset users, conference rooms, reception or boardrooms. You can see our range of Evonex handsets [here](#).

2. Simple Licencing Structure

Unlike many hosted telephony platforms, with Evonex have a very clear licence structure, so you know exactly what you are getting, with just one licence for all standard telephony features and the option to add advanced applications for specific environments that want more from their telephony.

2.1 Evonex licence options

Choosing your Evonex Licence is simple. The single licence provides all the features you need from a telephony system.

The Evonex licence provides you with ultimate telephony experience, with easy to set up call routing and failover plans that give you total control and enable you to ensure your calls can always reach you, providing an excellent Business Continuity solution.

Specialist Applications - At SCG Corporate, we appreciate that certain environments require applications over and above that of a standard telephone system. With this in mind, we have

designed Evonex to enable you to add on the applications you require to tailor the solution to meet the needs of these environments.

2.1.1 Evonex standard features and specialist applications for your business.

Standard Features

Feature	Description
3-Way Call	Bring colleagues into your call
Address Book	User shared and company address books
Broadcast	Make an announcement across a group of handsets
Business Continuity	Network failover setting at user level
Busy Lamp Field (BLF)	Busy lamp field line monitoring
Call Alias	Outbound calling using alias
Call Barring Policies	Call Barring at user and company level
Call Divert	CD always, CD busy, CD no answer
Call Forwarding	CF always, CF busy, CF no answer, CF sequential, CF parallel, CF overflow PSTN, AA CQ, VM
Call History	Calls made, calls received, calls missed, call search
Call ID Blocking	Anonymous calls, anonymous divert, anonymous reject, anonymous divert to voicemail
Call Park	Call park, call unpark bay
Call Pick Up	Call pick up, group pick up, call pick-up redirected
Call Recording	Call recording, retrieval, download and storage
Call Reporting	Report on individual call activity or create call groups to report on
Call Transfer	Call transfer announced, call transfer blind
Call Waiting	Call waiting
CLI Presentation Option	CLI selection on outbound calls
Click To Dial	Click to dial from your PC
Directory	Directory with company, private and external contacts
Fax To Email	Receive faxes as email to all numbers
Instant Messaging	IM service with Presence
Mobile Twinning	Mobile to desk phone
Music On Hold	Music on hold, store up to 999 tracks
Number Presentation	Set an alternative number that members of the public see when a call is received from the company network
Pin Protected Dialling	Pin protected outbound dialling
Presence	Presence status and away when idle
Reporting & KPI	At user, group and company level
SMS	Send SMS messages from your desktop
Time Based Routing	Time based routing, multiple calendar/schedule, call management planner
Video Calling	On selective handsets only
Voice Mail	User VM, group VM, VM to email by user or group, directed VM, VM to SMS
Web Portal	Web portal access, user and administrator levels

Advanced Features

Feature	Description
Auto Attendant	Auto Attendant
Call Queues	Call Queueing
Conference Bridge	Conferencing Facility
CRM Integration	CRM CTI Integration

Mobile Application	Mobile Application
Wallboards	Call Overview, Inbound Calls, Outbound Calls, Agents Inbound calls, Queued Calls.

2.1.2 Evonex UC Portal

Control your hosted telephony easily and efficiently.

One of the benefits of upgrading to [hosted telephony](#) is the versatility and productivity of online portals and the features of a unified communications (UC) solutions.

What is the Evonex UC portal?

This cloud-based software is an online management system you can access to monitor your communications from any web-based device.

The main aspects that make the Evonex Portal so appealing to businesses include:

- Intuitive, easy to use design
- Multiple login permissions
- Mobility out of office
- Advanced reporting tools
- Real-time presence to aid collaboration

2.2 Advanced features of Evonex

Discover the in-depth features you could be using almost instantly to increase efficiency and productivity.

2.2.1 Feature Rich

The [Evonex](#) supports all the major browsers giving you ease of access to view and configure the settings including:

- Voicemail notifications
- Call Diverts
- Simultaneous ringing options
- Call records
- Search for users by name
- Update account settings

2.2.2 Easy to Use

For ease and convenience, the interface is intuitive, and most users find it easy to learn and utilise to maximum effect.

2.2.3 Increases productivity

A number of features included in this portal create a working environment where your communications can be managed efficiently, and users can increase their productivity. Reporting software is available that enables users to view and create reports.

Here are some of the features that can help improve productivity:

- **Click to Dial** enables you to call by simply redialling any number from the missed calls, dialled calls and received calls lists.
- **Call Logs** enable you to view and analyse call information, call dates, times and duration.
- **Quick Feature Management** enables quick access to the most commonly used features
- **Users** can manage and control their own telephony within the predefined rules of the company
- **Site Administration** allows rules to be set a company to control allocation of features and applications to users.

3. Handsets For Evonex

From entry-level handsets to executive phones – with Evonex you have a wide choice of handsets to complement your network. Cherry-pick your solution from the below and more!

Yealink T33G

Designed with enhanced affordability in mind, the Yealink T33 delivers reliable, business-grade audio, Gigabit Ethernet integration and power over Ethernet support. The T33 gives you a high-quality, classic IP phone that maximizes productivity in both small and large office environments.



- Screen 2.4" colour display with backlight
- Headset Port
- Up to 4 SIP Accounts
- x4 Programmable line/feature keys

Yealink T46S

The Yealink T46 increases personal productivity through an engaging and powerful user experience. The new T4S series offers the same elegant appearance of the T4 line, but with improvements for greater interoperability and collaboration.



- 4.3" colour display with backlight
- Headset Port
- Up to 16 SIP Accounts
- x10 Programmable line/feature keys

Yealink T48U

The new-gen T4U series greatly improves the call experience and work efficiency with dual USB ports and Ultra HD sound quality. With even more advanced features, the new T4U series will be a powerful assistant for modern business.



- 7" multi-touch screen with backlight
- Dual USB Ports
- Up to 16 SIP Accounts
- Support expansion modules
- Acoustic shield and smart noise filtering

Cisco 6851

Designed with enhanced affordability in mind, the Cisco 6851 delivers reliable, business-grade audio, Gigabit Ethernet integration and power over Ethernet support. Combining an attractive new ergonomic design with “always-on” reliability and secure encrypted communications



- Screen 3.5" 396x162 pixel Grayscale
- Headset Port
- 10/100/1000
- x4 Programmable line/feature keys

Cisco 8841 / 8851

The Cisco IP Phone 8841/8851 increases personal productivity through an engaging and powerful user experience. The IP Phone 8841/8851 combines an attractive ergonomic design with wideband audio which delivers crystal-clear voice communications.



- Screen 5" 800x480pixel Colour Display
- Headset Port
- 10/100/1000
- x10 Programmable line/feature keys
- 8851 includes USB and Expansion 8000 Module support

Teams Integration License

Designed to integrate with Teams and give the best of both worlds the Feature Rich Reliable platform of Evonex with the useability of Teams

- DDI Routing to Teams Client
- Easy to use System Programming
- Optional Resilience option



Handsets & Extras



Yealink EXP43 Expansion Module

The Yealink EXP43 Colour Expansion Module for Yealink T43U/T46U/T48U IP phones is designed to expand the functional capability of your SIP phone to a whole new level.

- 20 Physical programable LED Feature Key
- 40 additional keys via 3 page switch
- 4.3" 272x480-pixel colour display with backlight

Yealink W60P DECT

The Yealink W60P DECT phone is perfect for applications where portability is required. Connect multiple handsets to one base station and move around the workplace with the stylish handset to ensure you're always available.

- 4" Colour Display
- Range 50 meters indoors 300m outdoors
- Connect up to 8 handsets to a base station
- 30 hours of talk time, 400 hour standby
- Quick charge 10mins for 2 hours talk time



Yealink CP960 Conference Phone

The perfect fit for Board Rooms or meeting rooms where collaboration is key. The CP960 is a smart, well designed conference phone with the option to add further microphones should the setting require.

- 5" Colour Display
- Optimal HD audio, fully duplex
- 20 foot range and 365 degree voice pickup
- 5 way conference
- Noise Proof Technology
- PC connection via USB Micro-B port
- *Optional expansion microphones*



3.1 Evonex Advanced Applications

Auto Attendant

Auto Attendant allows callers to be automatically transferred to an extension without the intervention of an operator or receptionist, minimising staff intervention and improving call efficiency.

The user friendly, Auto Attendant Menu Wizard guides new users through the process of creating new menu templates. Create a library of recorded greetings or instructions and up to 125 individual menus and sub- menus.



Call Queueing

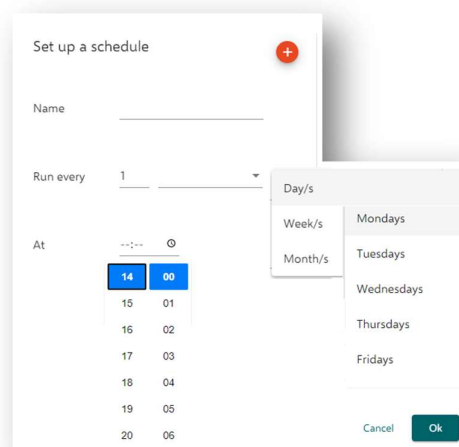
Evonex enables you to manage and be in control of your call queueing.

- Choose music or messages to play to a waiting caller, informing them of your business developments or key products,
- Up to 50 different call queues,
- Define the maximum number of calls for a queue and how to handle extras after this number is reached (e.g. voicemail or re-routing)
- Set how long callers wait in a queue and what happens after that time (e.g. divert to Voicemail)
- Choose or create your own introductory message and set how many times this and progress messages are repeated while the call is in the queue.

The System Administrator can monitor the calls waiting in a chosen queue. They can also move important calls up the queue; move calls down the queue and “expire” calls from the queue – i.e. forward them direct to Voicemail.

Scheduling - Further to this, to keep in line with the simple to use philosophy, once you know which reports are key to your business you can set up a schedule to automatically run this report and send it to a designated email address.

Once the report has been run manually for the first time it is saved as a favourite; at which point a schedule can be set up as per the picture to the right.



4. Onboarding

SCGC aims to provide a swift on-boarding process for all customers. As part of the On-Boarding process, SCGC will:

- Complete a service requirement document. SCGC will complete this document with the customer; it includes questions related to the delivery of Voice or Ethernet services, Access Circuits, network topology and Evonex service management.
- Provide access to SCGC’s quoting and ordering platforms via our Customer Portal or integration with the customers in-house systems via API
- Provide access to SCGC’s Assurance Portal for incident management.
- Provide training and support for the use of SCGC’s tools. A provisioning and operations workshop will be set-up with the relevant teams of the Customer.
- Set-up the customer’s account information in SCGC CRM. SCGC’s CRM will act as the repository for all the information related to set-up and billing of the Evonex service and additional circuits.

Once the above steps are complete all subsequent orders will follow a Four stage order and deployment process

- **Stage 1** - Creation of Hosted Order: Company, New Numbers, Site, Cabling confirmed and HD Voice xDSL
- **Stage 2** - Number Port Confirmation & Installation Date
- **Stage 3** - Installation and Training, Users / Phones & Additional Kit Ordered
- **Stage 4** - Confirmation of successful installation and handover to SCGC Cloud Technical Support

4.1 Stage 1 - Creation of Hosted Order: Company, New Numbers, Site, Cabling confirmed and HD Voice xDSL

The customer will be asked to confirm / provide the below as we require this information in order to be able to proceed with the order.

Company:

New Numbers:

Site:

Licences Required:

Handsets Required:

Single Analogue Line:

4.1.1 Data Circuit

Where a Data Circuit is required we will be ordering an HD Voice xDSL circuit on an analogue line provided by you or supply at an additional charge an appropriate communications circuit.

We will then request the customer provides the following information.

- Can you please confirm that you have a PoE switch available with enough ports available for the number of handsets we will be installing for you?
- Can you please confirm that you have that you have the relevant CAT5e cabling available. You should have enough ports available for the number of handsets we will be installing for you and these should be cabled back to the location of where your broadband and PoE switch are located. If you are unsure of your current cabling please return by reply photographs of your; Ports, Comms Cabinet, Switches & the office areas where the phones are to be installed.
 - **N.B.** If the cabling is insufficient on the day of installation we will endeavour to complete the cabling required however if the cabling requirements exceed the time allocated for the installation, your installation date will be pushed back until such time we are able to re-attend to complete the cabling and then installation of your Hosted System

- Can you please confirm if you have any existing number that you wish to have ported onto your Hosted System. We currently have none listed on your order form however we will be providing you with approx. **X** new **XXXX** numbers

4.2 Stage 2 - Number Port Confirmation & Installation Date

Throughout the process it is assumed that the customers organisation is currently using a voice solution and that they want to maintain the number range in place.

We also recognise that this is a new solution and, whilst Evonex is simple to use, we will complete a set of initial training for the operators.

As part of this process we will ask you to check and confirm the following information.

Voice Circuit:	HD Voice xDSL will be installed provisionally on XX/XX/XXXX on line number XXXXXX by OPENREACH		
Voice Router:	This router will be dispatched to you for delivery nearer the time.		
Number Port:	Main Number	Associated Numbers	Port Date
			XX/XX/XXXX
Installation and Training:	This has been provisionally booked in for XX/XX/XXXX . We shall confirm this date and the name of the engineer who will be carrying out the installation nearer the time.		

4.3 Stage 3 - Installation and Training, Users/Phones & Additional Kit Ordered

Throughout the on boarding process we will constantly check that the information we are using is correct. In addition we will update you on the expected delivery times and equipment that you have chosen.

Voice Circuit:	HD Voice xDSL was installed on XX/XX/XXXX on line number XXXXXX by OPENREACH
Voice Router:	This router was dispatched to you for delivery on XX/XX/XXXX
Number Port:	XXXXXX and all associated DDI's is provisionally accepted for XX/XX/XXXX
Users / Phones:	These have been provisioned and the phones delivered to site
Additional Kit:	
Installation and Training:	This has been booked in for XX/XX/XXXX and your engineer will be XXXXXX

4.4 Stage 4 - Confirmation of successful installation and handover to SCGC Cloud Technical Support

Your SCGC Cloud Hostex Centrex system has now been successfully installed and all relevant user guides and training has been provided.

If you have any technical queries following the installation, require assistance moving forward, wish to purchase new phones, upgrade user licenses, etc, please be sure to contact the SCGC Cloud Technical Support Team on 01256 391080

Please find below a link to the SCGC Cloud Hosted Centrex Welcome pack which details the procedures for reporting requests/faults to the support team.

Throughout the process you can track your order, the location and delivery of equipment and the configuration of your system through the SCGC Vantage self service portal. You will also have access to download the 2 guides listed below.

SCGC Cloud Hosted Centrex Welcome Pack
SCGC Cloud Hosted Centrex User Guides

5. Billing

SCGC will invoice the customer for all active services

5.1 New Billing profile set-up

Prior to the commencement of invoicing, SCGC will setup a Customer billing account using the following information:

- Customer invoice address;
- Payment method;
- Payment date;
- Contact details (including where the electronic bill should be sent); and
- Opt-in to electronic billing, in addition to paper bill.

5.2 Modify existing billing profile

The customer shall advise SCGC of any changes to an existing billing account via

Method	Details
Email	accounts@scgcorporate.co.uk
Telephone	01256 391 050
Business Hours	Monday – Friday 0900 - 1700

5.3 Activating and Billing Services

SCGC will charge for services in accordance with the signed service order.

Monthly invoices will be generated 14 (fourteen) days in advance of the payment due date. The invoice will list all sites (and associated Access Circuits), bill to/from dates together with any additional charges as applicable e.g. connection charges.

The Customer must validate any invoice received (whether received via paper and/or electronically) and advise their SCGC Service Relationship Manager of any disputes to charges relating to an invoice within 14 (fourteen) days from the invoice date.

5.4 Add / amending rating component

If a customer is eligible for any reductions or adjustments to the SCGC Price List, SCGC will apply these to the relevant invoice together with a description.

5.5 Billing Dispute

A Customer must advise SCGC within 14 (fourteen) days of date of invoice, if they wish to dispute the charges. SCGC will place a dispute on the relevant invoice; this will remain on hold until such times as SCGC confirm the dispute is correct or declined.

Any confirmed dispute will result in SCGC rebilling the invoice, accordingly, placing a credit amount on the Customers billing account.

6. Assurance

6.1 Assurance portal setup

Customer live services will be listed in SCGC's Assurance Portal and all incidents should be reported via the Assurance portal: <https://vantage.southerncomms.net>.

As part of the portal set-up a user guide will be provided and the SCGC Service Management Team will ask you to confirm:

- The names and email addresses of personnel who require access for ticket logging (note that to comply with data protection standards, generic / team accounts cannot be accommodated)
- Your group email address for portal notifications of incidents and planned works
- Your escalation path and any other contacts you deem relevant for SCGC's internal support documentation

6.2 Initial diagnosis

The Customer is responsible for initial fault diagnosis including:

- Third party CPE access
- In path non SCGC CPE configuration checks (including ensuring your configuration matches that in the SCGC circuit handover document)
- On-site checks

A fault should only be reported to SCGC where it is reasonably believed the fault is service affecting and is attributable to the SCGC Service.

6.3 Fault Reporting

Initial reporting is via SCGCs Assurance Portal or SAT.

All relevant information and checks undertaken by you should be provided to SCGC. When raising a ticket, the question template requests the following information:

- What tests have been performed?
- When the fault was first observed?
- When can intrusive testing be performed?
- Have end user checks been completed?
- Have you performed any changes related to this service?
- End user contact details and site access hours in the event an Openreach visit is required

There are options to log tickets for full outages, degradation, reduced resilience, at risk and no service impact.

Tickets raised via SCGC's Assurance Portal are managed by the SCGC Service Assurance Team (SAT) who are responsible for:

- Investigation, diagnosis and repair of faults in SCGC's network, interconnects, access circuits or voice platform
- Co-ordination of fault repair
- Managing the ticket through the incident management process to resolution
- Provide updates via SCGC's Assurance Portal throughout the ticket lifecycle
- Communicating resolution and root cause
- Investigating early life failures, as these are handled under incident management

The SCGC SAT and the fault reporting service is available 24 hours a day, 7 days a week, including public holidays.

6.4 Contacting SCGC Service Assurance Teams

Within each of the attached Service Level Agreements in this document's appendix is the path to contacting the SCGC SAT.

6.5 Service Levels

All services levels are dependent on the underlying technology selected at the time of order. See the SLA agreements detailed in this document's appendix

6.6 Service Credits

Service credits are issued where there is a breach of the Service Level Agreement. These are detailed per product. Available Service Credits are listed within the Sla documents in the appendix to this document.

6.7 Assurance Reporting

Assurance reporting will be made available by your SCGC Service Relationship Manager at an agreed interval. The report contains SCGC's performance against service levels including:

- Incident analysis
- Response time SLA
- Target time to repair SLA
- Service credits
- NNI reporting
- Planned maintenance

7. Maintenance

7.1 Planned Maintenance

SCGC endeavour to give you as much notice as is reasonably practicable to carry out scheduled maintenance with the intention of providing a minimum of 5 (five) business days' notice.

Any queries regarding maintenance notifications you receive should be directed to your SCGC Service Relationship Manager.

SCGC will take into consideration any comments and / or direction as to the timing and duration of the scheduled maintenance from our Customers, but it may not be possible to negotiate alternative outage dates and times due to circumstances beyond the reasonable control of SCGC, such as third party suppliers or carrier driven works.

Where the suspension of service is required, SCGC aim to perform maintenance between the hours of 2300 and 0600.

In the event of you undertaking planned maintenance on your network or end customer site, please raise a "No service Impact" ticket against the service via the SCGC Assurance Portal for the purpose of alarm suppression and monitoring.

7.2 Unplanned maintenance

There are occasions where it is not possible to provide prior notice of maintenance in the event of an emergency. However, SCGC will notify you as soon as is practicable of any emergency maintenance.

7.3 Maintenance notifications

Notifications raised against your circuits are available in the maintenance tab of SCGC Assurance Portal and will also be emailed to the group email address provided during on-boarding.

APPENDIX

A) SERVICE LEVEL AGREEMENTS

This SLA clearly defines our responsibility as your provider and how service credit is provided should those responsibilities fail to be met. We take uptime extremely seriously and in trusting us with your hosting requirements we strive to ensure you will never need to worry about your provided services.

SCGC guarantees 99.999% uptime for your service and this guarantee covers 3 key areas in the event of unscheduled service downtime. Namely Network, Infrastructure and Hardware provided.

This SLA forms part of the Agreement between You and Us (as defined in our Standard Terms and Conditions or varied by any Special Terms) for services provided.

Scope of Schedule

This schedule describes the service level agreement (SLA) for all our hosted services. This includes all virtual environments, rack space and compute power.

Responsibilities

SCG Corporate responsibilities:

- The provision of services as defined in this document.
- The availability of services as defined.
- Prior notification of any expected downtime
- Commitment of resources to restore services in accordance with the SLA
- Provision of a helpdesk for call handling fault resolution and escalation
- Meet response times associated with the priority assigned to issues
- Retain records and provide access to these records
- Ensure the availability of a representative(s) as required
- Ensure relevant staff are aware and comply with the SLA

Customer responsibilities:

- Reporting faults with the provided services
- Notifying us of any changes to site or contact details
- Make available customer representative(s) as required
- Ensure relevant and appropriate network access for SCGC's monitoring tools
- Provide timely replies/responses to queries in resolving issues
- Ensure relevant staff are aware of and are compliant with the SLA

Service levels

Our service level agreement encompasses the three metrics of Network, Infrastructure and Hardware

Service Availability (Warranty)

SCG Corporate will use all reasonable efforts to make sure that SCGC monitored and provided services are available with an annual uptime percentage of 99.999% during the Service year outside of regular and planned maintenance windows.

Availability is checked by SCGC's monitoring service. These systems carry out checks against dedicated monitoring targets to report both availability and response time.

Monitoring checks take place every 5 minutes from a number of locations. The service will be considered unavailable when it cannot be reached by all our monitoring systems for three consecutive checks. Every further consecutive failure after this point counts as a further minute of unavailability.

Availability is then calculated by subtracting the percentage of failed periods from the total number of available 5-minute periods in a service month.

Service Recovery (Incident)

This SLA provides you with a 24 hour a day, 7 days a week fault reporting service. Anytime a fault is detected by either yourself or our monitoring system, a fault can be logged. Depending on the severity of the error, we have different response and fix times as indicated below. The severity of the issue is directly tied to your ability to continue business operations. The classification of the error severity is as follows. Please note that the fix times indicated exclude any hardware replacement.

Severity	Level	Impact
1	Business critical failure	Service is unavailable
2	System Defect	A critical error in the relevant service for which a work around exists Or A non-critical error that effects the operation of your business or

		marketability of your service and products
3	Not operating as expected	Minor degradation of service. Does not materially impact your business in the short term
4	Minor	Nuisance/Information requests

Unavailable time shall be considered to start when a fault is placed and a Ticket Number has been issued. Unavailable time shall be considered to end when SCGC resolves the relevant fault and this is confirmed to The Customer. Provided that where SCGC has resolved such fault but is unable to get confirmation from The Customer due to unavailability or otherwise, after three attempts, Unavailable time as defined under this Schedule shall be considered to end when such fault has been resolved by SCGC

Our targeted response and fix times, based on the severity are as follows:

Severity	Response	Fix
1	1 hr	4 hrs
2	1 hr	8 hrs
3	2 hrs	2 days
4	2 hrs	5 days

Service restoration clock

The service restoration clock starts when a ticket has been allocated, the customer contacted, a severity assigned and the initial diagnosis work has been completed.

Tickets may be left open, post service restoration, for monitoring purposes. Thus the clock stops when the ticket is closed or when a member of the service team informs the customer of service restoration, whichever is sooner. Should a fault be raised outside the defined service level operating hours, the measurement of the response and service restoration time will not commence until the start of the next working period.

Outages and maintenance

SCGC shall provide at least twenty (20) prior Business Days notice of any available update being due for deployment and agree with the Customer an appropriate time to complete the necessary uploads to the Equipment and further tasks required to complete the relevant upgrade during Business Hours.

Where, in the reasonable opinion of SCGC an upgrade may materially affect the reasonable satisfactory operation of the Service the upgrade may be withheld for such time as reasonably considered necessary provided that The Customer is notified of such decision in advance and agree to the same.

Changes to the Service as described above do not count as Unavailable time under this or any

Business Service Level Operation Hours

SCGC business full service levels and telephone helpdesk operates between 8am and 6pm, Mon - Fri, excluding national holidays. 'Out of hours' service levels operate outside of these core support hours, 24x7, for the management of severity 1 and severity 2 faults.

Failure to meet SLA

In the event that the SLA is breached, target quality parameters are not met, or when a Customer is dissatisfied, they can use the following management escalation path.

Tier	Job role
1	Customer Services
2	Customer Services Manager
3	Operations Director

Making a claim

A claim should be made in any month where there are one or more incidences where the agreed service restoration target was not met.

A claim should be made in writing to your Account Manager. The deadline for making a claim is 5 working days after the end of the month for which credit is requested.

Service credits

If, in SCGC's reasonable opinion, the target time for service restoration for an incident is exceeded the SLA, the customer will be entitled to a service credit for the failure according to the following schedule:

Service credits schedule

Within 24 hours of the service restoration target.	25% of pro-rata monthly charge associated with the failed access or hardware service.
More than 24 hours, but less than 48 hours beyond the service restoration target	50% of pro-rata monthly charge associated with the failed access or hardware service.
More than 48 hours beyond the service restoration target	100% of pro-rata monthly charge associated with the failed access or hardware service.

Conditions of service credits

- Service credits per month are limited to 100% of the total due in respect of the monthly charges calculated pro-rata for that month.

- The customer has notified SCGC in writing within 5 working days after the end of the month for which credit is requested.
- Service credits will be applied as a credit to the Customer's account and, as such, will be deducted from the value of the next invoice.
- Service credits will not be granted if there is any amount outstanding and past due by the Customer to SCGC under this agreement or otherwise and such amount is overdue
- SCGC's total aggregate liability to The Customer under this Agreement shall not exceed the value of the monthly Service charge based on the pricing set out in the Order Form.

How to report a fault or request change

A fault can be reported to us in several ways, telephone, email or via the web portal.

Please have the following information available:

- Company name and your name
- Your telephone numbers
- Site address where the fault is experienced
- Description of the problem
- What happened prior to the fault
- How the fault was diagnosed