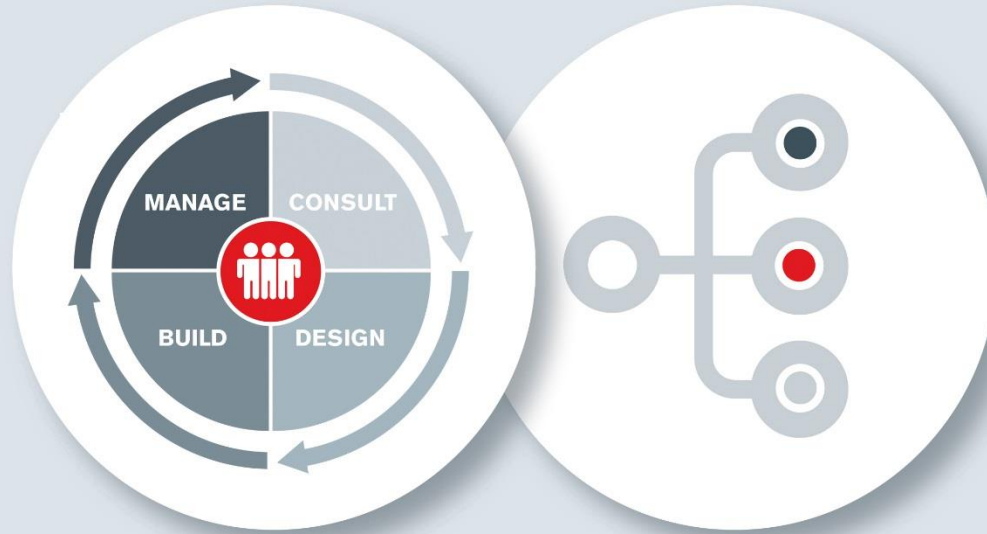


Claranet Service Description



ClaraCare Vision Service Description

ClaraCare Vision is a cloud-based monitoring and analytics service with the primary function of enabling customers to view the health of their network/s and the services that run-on top of it. The key service benefits are:

- Allow you to collaboratively manage network and application performance
- Track and trend network and application performance
- Control end-user IT experience
- Help identify “Shadow IT applications” and their impact on wide area networks
- Ensure WAN and Application issues are identified quickly and resolved
- Improve end-to-end network service quality and operational excellence.

The integrated software as a service (SaaS) means no additional hardware or software needs to be deployed to monitor and analyse your network.

Version 1.2

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The Description

This Service Description describes the components that Claranet provides and details the responsibilities that you and we have in relation to these. The Service Description forms part of the Agreement between the Parties and all terms used within this document are in accordance with the terms to be found in the Master Services Agreement.

Service overview

ClaraCare Vision monitors, analyses and plots your network traffic. The service is broken out into multiple tiers and the list below provides a snapshot of the key features included in our tiered packages:

- Link Health – Bi-Directional bandwidth usage and link status
- Network alerting
- Network statistics & reporting
- Application protocol visibility
- Quality of Service monitoring
- Network performance testing
- Options for data granularity and retention
- Broadband Clarity
- Cellular Clarity

Service Packages

License Teirs	Inclusions
Teir 1 – DSL/Cellular	Link Health @ 3 minute sample interval Broadband and Cellular Clarity features
Teir 2 Ethernet	Link Health @ 3 minute sample interval

Add Ons	
AppVis™ or Flow	Flow Based application visibility
Performance Tests	Performance monitoring
Cisco NBAR Application Visibility	Network based Application Recognition on supporting Cisco devices
QoS Classes of service and VLANs	Visibility of QoS Classes or VLAN overlays.

*CPE – Customer Premise Equipment

Link Health:

The link health feature will monitor the CPE router wide area network (WAN) interface and capture the below data:

- Bi-Directional bandwidth usage
- Real time stability view of the up/down status of an interface
- Health – real time views of line errors, queue delay, packet discards and CPU load

Every location within your network is shown as an individual, summary tile with chevrons to indicate improving or deteriorating issues across stability, load and health metrics

Alerting:

The alerting feature allows real-time events to be tracked and communicated to administrators, either via email communication or SNMP trap events. Alerting is customisable with the below options available:

- Alert on severity
- Alert when an issue starts, clears, or starts and clears
- Alerting time
- React on stability, bandwidth load and health

Statistics & Reporting

This feature enables 366 days of historical, statistical and graphical reporting which allows you to view trends and patterns in your network.

Granularity & Retention

The granularity of data will be averaged across a 3-minute period. All packages include a 12-month data retention period for graphical views.

Service Views

A service view is the collection of various watched elements from your locations that are containerised. The containerised views can then be used for planned maintenance, generating reports and a heat tile to display the status of a service. For example, you may want to run performance tests from varied locations to a web service. These monitored elements can then be containerised to give you a generalised view of the health of the web service. If a performance test fails from these locations the service tile will reflect the outage and health of the web service.

Broadband Clarity

The Broadband Clarity feature provides visibility, alerting and reporting on the speed and stability of rate adaptive broadband connections. This will allow you to identify hidden, slow line issues and resolve them quickly.

This feature auto-detects the speed (in Mbps) of broadband lines, then learns and applies an appropriate threshold to set the minimum acceptable speed of service. You will receive an alert if the speed drops below this threshold, and these alerts are customisable. Real-time graphs of speed are generated, which are easy to understand, with granular data being kept for up to one year. The reporting element summarises data for statistical analysis and allows you to see the best and worst performing connections within seconds.

Supported devices: Cisco, Draytek

Cellular Clarity

The Cellular Clarity feature measures's signal strength as the router at your site see it. Signal strength is compared against a threshold which can be custom defined for each circuit. When the threshold is crossed, an alert will be sent out allowing you to easily identify where a cellular circuit doesn't have sufficient signal strength. Additional indicators explain changes in performance in cell tower ID, network and radio technology.

Historic reporting allows you to look back on previous months and see how often signal strength was below threshold and allows you identify trends. Volumes of data on cellular can be monitored via daily or weekly scheduled reports.

Supported devices: Cisco

Optional Extras

Application (NBAR)

Using network-based application recognition technology (NBAR), this feature provides insight into the applications and network protocols being used at a specific ClaraCare Vision site. This feature will monitor 1 CPE router interface for NBAR information and present this within your ClaraCare Vision portal. The service can be configured to either use NBARv1 or NBARv2, however NBARv2 will require an additional Cisco router license. The additional license can be quoted for by your account manager.

Class of Service

The class of service feature auto detects and monitors the class of service configuration applied to the ClaraCare Vision site. The stability, health and load within the class of service will be plotted and presented within the portal. This feature allows you to monitor and track the class of service profiles and ensure your critical applications and services are accurately categorised and receiving the priority bandwidth they require.

Performance Tests

The performance test feature allows you to configure, customise and view network tests between source and destinations. This feature has the below options for test configuration:

- Source & Destination endpoints
- ICMP Ping, UDP Echo, TCP open, HTTP/S Get requests, Precision delay, MOS score
- Test intervals in seconds
- Test targets – Delay in milliseconds, packet loss percentage, jitter in milliseconds
- Packet size

*Performance tests will require IP-SLA functionality as part of the router capability

Virtual LAN discovery

This feature will allow VLAN discovery (sub-interfaces) on monitored interfaces. Each discovered VLAN will have its own network strip chart and details page.

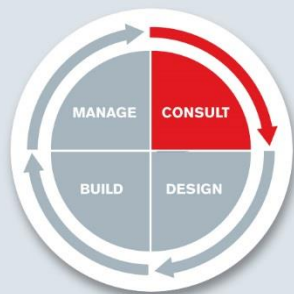
AppVis™* or Flow

Flow technology monitors TCP/IP sessions taking place across a layer 3 network. Flow provides visibility of applications running on the network, showing top sources and destinations. Flow information is presented and shows top 20 applications, top 20 IP endpoints and top 10 cross conversations for application or endpoint.

Flow presents 10 minute granularity for the past hour.

AppVis™ utilises Cisco's advanced Flexible NetFlow (FNF) and the open standard IPFIX protocol. This feature combines individual circuit usage at a logo level into an aggregated view, potentially across an entire WAN estate. It shows applications, number of locations, category, Class of Service, DSCP Markers, data volume and dates which the application was first discovered or last seen on the network

*supported on Cisco devices only



Consult

Claranet's consulting process ensures that you have the right information, the right recommendations, and the right service options available to you to achieve your business outcomes.

Consult

Understanding your business is paramount to ensuring that you have the right solution for your business outcomes. In the Consult stage, Claranet will discuss your business requirements with you prior to recommending a solution. During the analysis phase, Claranet and you will ensure that business, technical, functional and non-functional requirements have been understood and documented. Discovery of the existing environment will also be carried out to determine suitability for the planned deployment.

Depending on the complexity of requirements, one or more workshops between you and Claranet may be arranged to outline your requirements. These may be conducted by Network Consultants, Strategy Consultants, Solutions Architects and Enterprise Architects who will be applied at our discretion. It is in everyone's interests to ensure that the proposed solution will meet your requirements and one of our first roles is to focus on your business and your I.T requirements and to produce a high-level scoping report, the High-Level Options Analysis. This will allow you to make an informed choice as to the recommended path.

High Level Options Analysis



What Claranet will do

Deliverable: The High-Level Options Analysis report is a short, high-level scoping document.

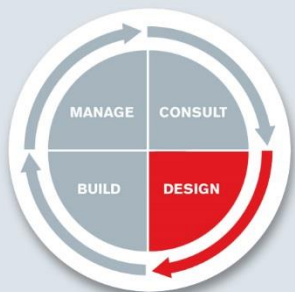
Time to complete: The High-Level Options Analysis is a consulting and discovery-based service and is included up to a maximum of 2 days' work at Claranet's discretion. In some instances, the work required to produce a High-Level Options Analysis could extend beyond this e.g. where the requirements need extensive discussion, or the options are particularly complex. If this is the case, Claranet will agree with you a charge for the additional work required to produce a High-Level Options Analysis to establish the requirement.

Technical Design: Technical work beyond this falls outside of the scope of the High-Level Options Analysis and is carried out in the Design phase.



What you will do

Information sharing: Provide any requested information to allow Claranet to deliver a High-Level Options Analysis. This will include full details of on-going technical contacts within your organisation. This information will form the basis of the critical configuration, so it is your responsibility to ensure the information provided is correct.



Design

Your ClaraCare Vision service will be designed to meet your requirements. The decision as to how this fits within any connectivity solution is made in the Design stage.

Design

Claranet offers a comprehensive service as standard for all prospective Dedicated ClaraCare Vision platform customers. Claranet will discuss with you, your business and technical requirements, with consideration to the ClaraCare Vision Service. Claranet will deliver where required a detailed description of the technical design including a network diagram and Statement of Works. It may be part of a larger document if the ClaraCare Vision service is part of a larger solution. This forms part of your agreement and will provide the technical specifications for your solution.

The ClaraCare Vision Service design uses information provided by you as the primary influence to the proposed solution.

At this design phase, it is your responsibility to ensure that Claranet has the correct technical information for the proposed solution. Although changes can generally be made during installation, delays and additional fees may be incurred.



What Claranet will do

Deliverable: A proposal document and where required, a Statement of Works which may be part of a larger solution document, and which forms part of your agreement which is detailed enough to allow a full quotation.

Standard level of design work: Produce design work on your proposed solution at a level commensurate with that of the market. It will be sufficient to allow further decisions to be made and may include input from a Claranet Sales Specialist.

Additional components: If additional components are required outside of the SoW, Claranet will levy additional charges for the implementation and management of the modified solution. If this is the case, a new proposal and SoW document is produced. This must then be signed by you to acknowledge and accept the changes before any work is performed

Network Sales Specialist

Claranet provides a Network sales specialist who has detailed knowledge within this field and will support your Account Manager and Solutions Architect with your proposal.

 What Claranet will do

Specialist level of design work: Produce technical design work on your proposed solution to specify your requirements fully. This may be completed by a Solutions Architect or a Claranet Technical Specialist in that field.

Pricing: This additional specialist solution design service is optional and is a chargeable event and is based on a day rate for the service.

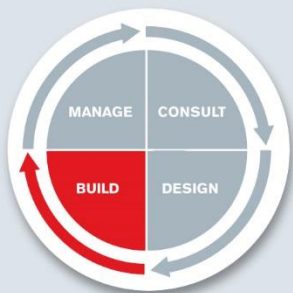
 What you will do

Outline: Outline the purpose of any requirements to Claranet, to ensure that Claranet may assess whether the solution is suitable for the requirement.

Information: Provide Claranet with the correct site address, contact and technical information for the proposed platform

Requirements: Provide Claranet clear technical requirements and principals

Scoping: Proactively participate in solution scoping and technical design activities



Build

Once your order has been placed, Claranet will advise on installation and configuration of your ClaraCare Vision service.

Build

The **Build** section covers the steps involving the configuration and installation of the ClaraCare Vision Platform as part of your overall solution in accordance with the agreed specifications. At the completion of this phase, the service is fully tested and handed over to you. Once accepted, any future changes will be managed as part of In-Life Management, details of which can be found in the **Manage** section

Claranet will manage the process of installations into Claranet data centres as per the overview in the below tables.

Implementation Lead-time

Service type	Implementation type	Lead time
ClaraCare Vision Platform Build	Regrade Order	10 working days
New ClaraCare Vision Site	New Order	5 working days
Regrade of an existing site	Regrade Order	5 working days

Technical Requirements Gathering

To complete the build of your solution, Claranet will ask for further technical details. The platform implementation will begin once these details have been confirmed.



What Claranet will do

Technical requirements, key contact and business information: Upon receipt of an order, and if required, Claranet will send you a request outlining the technical and business information we would require to complete the platform build.

Assistance with data capture: Where possible Claranet will assist should you have problems completing any data capture information



What you will do

Technical requirements: You will be responsible for completing and returning this information. Failure to do so will result in delays in the implementation of your solution.

Appoint technical contact: You will need to appoint a technical contact within your organization and provide their contact details

Project Management

Some Claranet projects are small, simple and very straightforward and the management of these is part of the normal operation carried out by your Account Manager, the Solution Architect and Project Co-ordinator who are already built into the cost of delivering your standard service. Other Claranet projects are much more complex and require more comprehensive project management to bring together the many elements that are needed. Claranet is conscious of the fact that the introduction of a Claranet Project Manager is a chargeable event but will suggest this when we believe it is justifiable and necessary. In addition, it may be that only a short time needs to be spent by a Claranet Project Manager in overseeing and authorising the Claranet project e.g. at the start of the project.



What Claranet will do

Project Management: Allocate a Claranet Project Manager who is PRINCE2 qualified who will ensure that the project is initiated, implemented, carried out and closed according to PRINCE2 methodology and will be responsible for the overall control and management of the Claranet project. Full details of this can be found in the Project Management Service Description and from your Account Manager.

Solution build

The solution will be built as per the requirements supplied by you, the details within a SoW and/or the order deliverables. Our specialist engineers will contact you ahead of the build to discuss the solution and your technical requirements.

Once the signed order has been received, Claranet project office will contact you to inform you of the next steps including being assigned a project co-ordinator and an engineer. The engineer will be responsible for configuring your ClaraCare Vision account and compatible managed devices.



What Claranet will do

Project Support: Provide project support between 09:00 to 17:30 weekdays excluding bank holidays. Your primary contact at this stage is your Project co-ordinator.

Engineer assignment: The project office will evaluate and allocate engineer resource who will be the technical contact for the configuration of the service.

Organisation realm: Create, configure and enable the customers ClaraCare Vision realm and integrate it with the customers wide area network

Administrator account: Configure a customer administrator account for the organisation

Licensing: License the organisation realm as per the Claranet signed order

Router licensing: If required, order and install router licenses to enable integration with the ClaraCare Vision service. Claranet will advise on whether additional router licenses are required as part of the pre-sales phase and will generate quotes and orders for these additional components.

Router configuration: Configure compatible Claranet managed equipment for the service package and features ordered

Portal configuration: Configure the ClaraCare Vision organisation realm and enable the service package features

Performance tests: If requested, Claranet will walk through the performance test configuration with a nominated customer administrator or provide access to supporting documentation

Service View: If requested, Claranet will walk through the service view configuration with a nominated customer administrator or provide access to supporting documentation

Troubleshooting: If faults are identified by Claranet or notified by you the customer, Claranet will actively participate in troubleshooting and communication. Where applicable Claranet may have to liaise with 3rd parties to resolve the technical faults identified

Regrade: Regrade a ClaraCare Vision site in line with the signed Claranet order



What you will do

Administrator accounts: Provide Claranet with administrator account details including the name and email address. Configure or request subsequent user accounts and permissions

Performance tests: Configure any performance tests against the ClaraCare Vision site

Service Views: Configure service views

User profiles: Ensure all your administrators have the access and permissions they require. Collate any profile or permission issues and assist with troubleshooting to fix these faults

Failed tests and Troubleshooting: Where applicable notify Claranet project teams of failed tests and request Claranet assistance if required

Data Capture: At times Claranet delivery teams will require additional information to enable the ordered service. You will endeavor to provide all data in the format requested and failure to do so could result in delay to the delivery of the service

Testing and acceptance



What you will do

Portal access: Ensure all end users can access the ClaraCare Vision portal and have tested their permissions

ClaraCare sites: Review all site inventory, configuration, features and naming conventions. Notify Claranet of any site configuration issues and assist in any further troubleshooting.

Failed tests and Troubleshooting: Where applicable notify Claranet project teams of failed tests and request Claranet assistance if required

Training: Review technical documentation and training videos. Ensure all your administrators are trained and well versed in using the service.



What Claranet will do

Sites: Test all features in line with the service package ordered and ensure data is being collected accurately from the ClaraCare Vision site

Site identifiers: Ensure all labels, headings and names for ClaraCare sites match the naming convention of the Claranet network site and/or customer specific naming conventions

Portal access: Test web access to the ClaraCare Vision portal and assist the customer with any web access troubleshooting

Claranet administration: Test administrative access to the customer's instance of the service

Quality assurance: Complete Claranet quality assurance testing to ensure the platform is built in-line with Claranet standards and is ready to be transitioned to in-life support

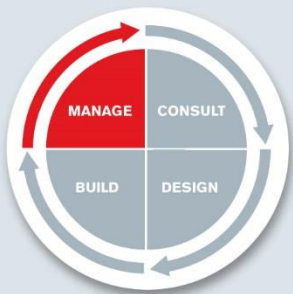
Failed tests and troubleshooting: Where applicable notify the customer of failed tests, begin troubleshooting processes and request customer assistance if required

Training: Provide the customer guidance on where to find how to guides and videos

Handover: Handover the ClaraCare Vision service to the customer and provide login information

Acceptance procedure and handover information

Once the ClaraCare Vision service is installed the ongoing management is provided by our Service Operations Team. As part of the acceptance procedure, you will be provided with handover information that provides you with details on the service and how to access it.



Manage

Your business is managed by our Service Operations team who provide a pro-active, ITIL aligned, service. You also have access to your customer portal, Claranet Online.

Manage

In-Life Management

Claranet will manage the ClaraCare Vision platform as the administrators and in-life support will be handled by our service operations team. The service has been designed to allow you the customer to self-serve with Claranet providing overlay support and professional service. Detailed below are the respective roles and responsibilities for you the customer, and Claranet.

	What Claranet will do
	SNMP configuration: Make changes and amendments to compatible Claranet managed devices. This is to include the removal and addition of ClaraCare Vision sites.
	NetFlow configuration: Make changes and amendments to compatible Claranet managed devices. This is to include the removal and addition of ClaraCare Vision sites.
	New site: Upon a new order being raised and signed by you the customer, Claranet will configure the new site/s into your ClaraCare Vision account and configure compatible managed devices. If the CPE devices are not managed by Claranet we will provide you with details of the configuration that needs to be applied.
	Professional services: Assist in scoping professional services when additional support or expertise is required. Assignment of a change request or service request to a professional services engagement may be undertaken at Claranet's discretion. Where change or service requests are deemed as a professional services engagement, Claranet will assist in requirement scoping, engagement definition, pricing and delivering. The co-ordination of this activity will be managed by your account manager.

	What Claranet will do
	User permissions: Upon instruction from the customer assist in amending user permissions
	User profiles: Upon instruction from the customer assist in adding or removing user profiles
	Platform Notification: Notify the customer when additional platform resources or licenses are required or if any service issues have been identified that need customer assistance or approval to remediate
	How to: Provide a how to service to the customer and guide the customer to instruction and training manuals
	Troubleshoot: Where required Claranet will actively participate in troubleshooting activity and communication
	3rd party and Vendors: Liaise, co-ordinate and troubleshoot with 3rd parties and vendors.
	Generate orders: Your account manager will generate associated orders for your sign off. Technical provision of these resources will commence only after the applicable order is signed
	Licensing: Notify the customer of any commercial, billing or license model changes



What you will do

Shared Management: This service is provided on a shared management model where you the customer will manage the everyday configuration and management of the platform. Claranet will manage the underlying infrastructure and vendors. Claranet will provide a limited inclusive "How To" information service and extended billable professional services consultancy. Where specific knowledge and expertise is required, it is your responsibility to make Claranet aware of this.

Feature Configuration: Configure service package features in line with your requirements. This includes the removal of service features

High volume additions: Consult with Claranet on high volume ClaraCare Vision site additions to ensure the requirements, resources and licenses are accurately scoped. Claranet deem 10+ monitored sites as a high-volume addition

Decommissions sites: Submit formal cancellation request to Claranet for the removal of a ClaraCare Vision site

Report & Alerting: Scope, configure and apply any ClaraCare Vision reporting and alerting. Request a professional services engagement if additional support or expertise is required in this area

User permissions: Amend user permissions or request Claranet to configure on your behalf

User profiles: Add or remove user profiles or request Claranet to configure on your behalf

Administration: Provide platform guidance and training to all end users or request a professional services engagement for training

Order sign off: Sign off orders for new ClaraCare Vision sites

Professional services: Engage with Claranet when professional services are required. Detail technical and business requirements associated with the professional services engagement

Troubleshooting: Where required, actively participate in troubleshooting activity and communication

Non-commercial changes: Any changes that you require that do not have a commercial impact (e.g. adding or removing administrators) needs to be requested via the Claranet change management process

Commercial changes to the service: Any changes that have a commercial impact (e.g adding a new ClaraCare Vision sites) needs to be requested via your account manager

Notify Claranet – Notify Claranet when there are technical or non-technical issues with the service

Planned changes, emergency maintenance and patching

Claranet will contact you regarding any planned maintenance. However, to ensure the continued operation of the service, it may be necessary to carry out emergency maintenance



What Claranet will do

Notice: Provide at least five working days' notice of any planned maintenance work where an outage is expected or a reduction in the resiliency of infrastructure, wherever possible.

Supplier planned engineering: Notify you of any supplier planned engineering works where it is likely that you will experience an outage, within one day of receipt of the notification from our supplier wherever possible.

Problems occurring during planned maintenance: The major Incident process will be invoked during the maintenance window where a rollback or issue mitigation process does not exist, or should the planned work extend beyond the planned maintenance window.

Emergency maintenance: Provide as much notice as possible and we will seek to ensure minimal disruption. Wherever possible, changes will be made at periods of low service utilization. It may be necessary to make changes to the configuration of your platform **without** prior notification. This approach will only be used to provide continued operation and security of your service.

Emergency Outages: In some extreme cases, Claranet may require an emergency outage to rectify a problem. In such cases, Claranet will work with you to agree a mutually convenient time, but you agree that in such cases the problem cannot be rectified until the outage has taken place



What you will do

Contact List: You will be responsible for providing and maintaining the contact details including the levels of authorisation that any individuals may have. Claranet will only provide any reporting information and change requests, to that personnel in accordance with this information.

Patching



What Claranet will do

Platform: The ClaraCare Vision is powered and maintained by a 3rd party. The 3rd party will be responsible for patching updates, scheduling and configuration.



What you will do

Prohibiting patching: You are responsible for ensuring that your personnel do not in any way delay or prohibit the application of mandatory patches to the service.

Change Management

The ClaraCare Vision service is based on a shared management model whereby both Claranet and the customer can make changes to the application. Where you require specific application changes that need specialist expertise, Claranet advise you to contact our Change Management team. Depending on the complexity of the change, you may incur a Professional Services charge.

Claranet reserve the right to change the category of a change request to a professional services engagement and in the event Claranet do so, we will explain why and assist with scoping the engagement further.

Change requests are made by raising a ticket through the Claranet Online portal and details of how to do this can be found in the Appendix: Help and Support.

Break Fix

Claranet will provide a break fix service as part of the ClaraCare Vision service. Where Claranet do not have the specific expertise to resolve the fault Claranet will engage with the application provider and operate as the technical lead on your behalf.



What Claranet will do

The starting point: Claranet engineer determines that a fault has been identified

SaaS Provider: Manage technical escalations with software providers

Network: Any Claranet network related incident will be managed as per the managed connectivity service or major incident process

Help and support

Service Desk Support



What Claranet will do

Support times and Service Desk: Provide support 24x7x365 once the Managed Service has been handed over to you.

Raising tickets: Changes to your service configuration can be made through the Claranet Online ticket request and details of this can be found in the **Appendix: Help and Support**.

Escalation: If an escalation is required, Claranet provides a clear escalation process to allow you to contact the appropriate person within the company. Details of this can be found in the **Appendix: Help and Support**.



Appendices

Here you will find further information regarding the components of the service as well as standard procedures and agreements.

Appendix: Definitions

Term	Definition
Simple Network Management Protocol (SNMP)	A protocol for network management. It is used for collecting information from and configuring network devices such as switches and routers
Netflow	NetFlow is a protocol developed by Cisco for collecting IP traffic information as it enters or exits an interface
Polling Agent	A polling engine that periodically polls network endpoints to monitor and collect data
Secure Sockets Layer (SSL)	A standard security technology for establishing an encrypted link between a web server and a browser.
WAN	A wide area network is a telecommunications network or computer network that extends over a large geographical distance/place
NBAR	Network Based Application Recognition (NBAR) is a mechanism that classifies and regulates bandwidth for network applications to ensure that available resources are utilized as efficiently as possible

Term	Definition
CPE	Equipment that is located at a customer premise. (Customer Premise Equipment)
Quality of Service	Quality of service refers to traffic prioritization and resource reservation control mechanisms on your network
ICMP	The Internet Control Message Protocol (ICMP) is a supporting protocol in the Internet protocol suite. It is used by network devices, including routers, to send error messages and operational information indicating, for example, that a requested service is not available or that a host or router could not be reached
TCP	TCP provides reliable, ordered, and error-checked delivery of a stream of data packets between applications running on hosts communicating via an IP network.
UDP	UDP provides a non-error checked delivery of a stream of data packets between applications running on hosts communicating via an IP network
HTTP	The Hypertext Transfer Protocol is an application protocol for distributed, collaborative, and hypermedia information systems. HTTP is the foundation of data communication for the World Wide Web
Layer 2 Switch	A layer 2 switch is a network switch that strictly operates at a data link layer (layer 2) of the OSI model

Term	Definition
MOS Score	MOS (mean opinion score) measures subjective call quality for a call. MOS scores range from 1 for unacceptable to 5 for excellent.
Virtual LAN	A virtual LAN is any broadcast domain that is partitioned and isolated in a computer network at the data link layer of the OSI model.

Appendix: Additional Service Information

Migration & Set Up

The ClaraCare Vision service build will include the migration or set up of ordered and compatible ClaraCare Vision sites. This includes the application configuration and Claranet compatible CPE configuration. The price of this set up will be determined on the number of sites you want to migrate or set up.



What you will do

List site details: Provide Claranet with a list of sites details for migration and set up

Provide change authorisation: Provide Claranet with change management authorisation so the application and CPE devices can be configured

Coexistence

Coexistence of other monitoring platforms is permitted but at the risk of a negative impact on CPE and network performance. Claranet advise that coexistence should only be in place whilst migrating from one platform to the other.

Whilst Claranet will endeavour to support a coexistence set up, it cannot be guaranteed that either this or the 3rd party solution will operate as expected. If detected and where a 3rd party solution is negatively impacting this service, Claranet will communicate this to you the

Any change or incident management time applied to resolving coexistence solution faults will be subject to additional charges.

Integration

Whilst it may be possible to integrate the ClaraCare Vision service with customer managed equipment, allowing you to configure monitoring for your own networking equipment. It is strongly advised that you consult with Claranet prior to enabling any customer managed equipment monitoring. Integration with your equipment will be deemed as a bespoke solution. A solution architect design engagement will be required to ensure requirements are captured and technical capabilities are reviewed.

Active Directory integration is not supported with the ClaraCare Vision service. At present there is no single-sign on functionality.

ClaraCare Vision Portal URL

The ClaraCare Vision service URL is not configurable and is solely managed by the application provider.

Additional licensing

For performance tests and NBARv2 the Cisco data license is required. Claranet can procure, install and configure this license on your behalf.

Licensing

The licensing for this service is always provided by Claranet to aid service stability and support. The customer cannot procure their own licensing or support agreements and any attempt to do so will invalidate this service agreement.

Reporting

Claranet can assist with custom reporting requirements through a professional services engagement. Claranet will assist with requirement capture, feasibility, scoping and where possible the configuration of custom reports.

Appendix: Billing

The ClaraCare Vision service is made of the following commercial components:

ClaraCare Vision Site:

This is a monthly recurring charge for the setup, configuration and licensing of the portal based on our standard deployment methodology and includes the standard project co-ordination and engineering time.

This charge and any associated license and add-ons are bound to the ordered ClaraCare Vision site.

Add-ons:

This is a monthly recurring charge for the licensing of the ordered add-on. The feature license is bound to a ClaraCare Vision site.

CPE configuration:

Claranet reserve the right to charge for additional time and effort when configuring customer premise equipment. A likely scenario for this charge is when there is a large quantity of site additions or regrades on the platform that involve customer premise equipment change.

Professional Services:

This commercial component is a one-off charge where specialist expertise, specific tasks or out-hours engineering is required.



What Claranet will do

Commencement of billing: Billing for this service will commence as and when each ordered ClaraCare Vision site is made live within the ClaraCare Vision portal.

Appendix: Support

Help and Support

Change Control Process

Claranet's Change Management team are responsible for requests relating to any product and service configuration changes you wish to make. The team specialises in configuration and follows strict processes and ensuring that the changes are authorised. The Change Management team is also responsible for Claranet's Change Advisory Board (CAB), which discusses and approves changes raised internally. To make a change request, see the section below on "Raising a support ticket".

Raising a support ticket and a Request For Change (RFC)

Claranet provides two ways for your approved contacts to raise, track and update standard support tickets; through Claranet Online and by telephone. For security and audit reasons, you are required to make all requests for change through the customer portal and only portal users with the correct privileges can request a change. You will only see your services listed so please select the service relating to the request for change. In the event that the customer portal is unavailable, please contact Claranet by telephone, where an emergency procedure will be in place to log change requests on your behalf. Request for changes will not be accepted through this number at any other time.



What Claranet will do

Through Claranet Online: Support tickets raised through Claranet Online are assigned to the appropriate support team based on the service you need the support for. You will only see your services listed so please select the service relating to the incident or to the service request. The response time will start from as soon as your ticket has been submitted.

By telephone: It is not always convenient to raise support tickets through the portal and therefore you may choose to use the telephone instead. When choosing to raise a support ticket using the telephone you must provide proof of identity following Claranet's standard security procedure. The response time will start from as soon as your telephone call has ended.

Escalating a ticket

If you need to escalate a ticket, Claranet is ready and available to help you quickly bring your issue to closure. Within each level of the incident escalation path, the person you speak with is responsible for evaluating your situation, facilitating the resolution plan and acting as your sponsor. The benefits of the escalation procedure are:

- ITIL accredited staff owning your escalation
- A focus on service recovery
- Improved communication
- Consistent process

An escalation may be initiated when, after working through our standard support processes and with our teams, you are not satisfied with the level or timeliness of the service you have received. Additionally, an escalation should be initiated when there is a tangible impact on your production environment, or there is high risk to your business operations.



What Claranet will do

Escalation Manager: Assign an Escalation Manager who will deal with your escalation and collaborate with you to develop a communication plan. A technical plan of action may be needed to ensure resolution of a technical issue. Your Escalation Manager works as your advocate internally and will become a virtual member of your own problem resolution team. Should you feel dissatisfied with the escalation process, please contact your Account Manager directly.

Service Delivery – Fix levels and response times

The circumstances where a fix service level is deemed to be met are:

- When the service has been fixed within the standard and expected response time
- Where you receive a telephone call (within the service level response time) resulting in a fix over the telephone
- Where you receive a telephone call and you defer the visit of an engineer to a specific time, the fix time is measured from the specific time you specify
- When a part which can be fitted to you arrives on site
- Where it is subsequently discovered that the issue giving rise to the telephone call falls outside the Services agreed to be provided by Claranet
- When the equipment has been returned to an acceptable operational status or an item of loan equipment has been supplied
- Where the fault relates to an excepted Service



What you will do

Efforts to resolve an issue: You are responsible for providing reasonable efforts support and information to Claranet to help in the resolution of any technical issues.

Service outage: In the event of a Service outage, you are responsible for complying as quickly as possible with any requests from Claranet for help with diagnostics. Any delay in resolving the fault due to you not being available or not complying with Claranet's requests may impact the validity of any Service Levels.

Priority	Service Level Response	Description
1- Critical	Within 1 Hour	Total service is unavailable
2 – Major	Within 2 Hours	Partial service, an element of the total service has failed
3 – Minor	Within 4 Hours	Impaired service, no element has totally failed but there is a quality issue
4 – Request	Within 1 Business Day	The service is unaffected. Request for product related technical advice or configuration change