Customer Service Charter

ONWAVE UK LTD

Contents

Change History:

Each document has a version number. The initial version is 1.0. This is incremented by 1 for each revision so that the second version is 2.0, the third version is 3.0 and so on. Filename may use 'v' to demote the version (e.g. v1.0 represents version 1.0, v.2.0 represents version 2.0 and so on).

Version	Date	Description of Change
1.0	02/12/2025	Initial Version

Document Owner and Approvals:

The Quality Manager is the owner and is responsible for ensuring that this document is reviewed in line with the requirements of the process.
A current version of this document is available to all members of staff and is the published version. This document is approved by the CEO and is issued on a version-controlled basis.

Signature:

Date: 2nd December 2024

1. About This Document

The purpose of this document is to define the business interface between Onwave and the Customer. The aim is to provide guidance on processing requests with Onwave and describes the responsibilities of all parties involved.

1.1. Who Should Use This Document

This document should be used by:

- Onwave Customer Services Team
- Onwave Network Team
- Onwave Billing Team
- Onwave Customer and/or Partner

1.2. Primary Goal

To define and understand the responsibilities involved for processing and submitting business operation requests to Onwave. It outlays the key contacts and processes. The goal is to have a clear understanding of how both parties interact to help streamline the process flows.

1.3. Objectives

The objective of this document is to provide a consistent process between both Onwave and the Customer that ensures:

- Processes are agreed and understood
- Processes and agreements are documented
- Points of contacts are defined
- Align perceptions of expected service provision with actual service support and delivery provided

1.4. Service Definition

The following operational services, as defined in the Master Services Agreement (MSA), form the end-to-end support agreement:

- Service Delivery
- Incident Management
- Problem Management
- Change Management
- Planned Upgrade & Maintenance
- Billing
- Escalation

1.5. Contact Details

The Onwave operations team will be responsible for the management of all orders, order fulfilment, installations, service calls and operational queries raised by the Customer.
The Onwave NOC team will be responsible for the management and resolution of all incident management tickets raised on behalf of or by the Customer.

Onwave can be contacted based on the SLA during the following hours:

Standard Support
- 9:00am to 5:00pm (GMT), Monday to Friday (excluding public holidays)
- +44 (0)2034342100

Extra Support
- 7:00am to 7:00pm (GMT), 7 Days per week
- See Extra Support Pack information

Anytime Support
- 24/7/365 support
- See Anytime Support Pack information

Contact Emails:

Order Fulfilment
operations@onwave.com

Incident Management
support@onwave.com

Billing
accountsuk@onwave.com

1.6. Roles & Responsibilities

The following table defines the roles and responsibilities for both Onwave and the Customer.
There are several key factors in the effectiveness of Onwave's response to a request these include:

- The accuracy of information supplied by the Customer
- The speed of response of the Customer to requests from Onwave for further detailed information e.g. locations, IP address of impacted users, data flows, initial triage steps.

In respect of Support, Onwave NOC Team owns the communication relationship to the Customer.

In respect of Customer Service, Onwave Operations Team owns the communication relationship to the Customer.

Company	Role	Responsibility
Customer	1st Line Support	Management and initial triage of inbound business support calls, queries and issues
Onwave	2nd Line Support	P1/P2 troubleshooting, advanced troubleshooting and specialist device support for Onwave products and services
Onwave	3rd Line Support	P1 troubleshooting, infrastructure support and advanced troubleshooting for Onwave products and services

Onwave	Customer Services	Manage quotes, order fulfilment, incidents, problems and change requests raised to Onwave
Onwave	Account Management	Commercial relationship between Onwave and Customer.

Onwave may contact the Customer after detecting an incident to validate the issue. Likewise, the Customer can inform Onwave as soon as any incident has been detected.

1.7. Escalation

A customer specific escalation matrix will be provided to each customer detailing the appropriate contacts within Onwave for escalation of issues. Onwave would request that the customer provide Onwave with details of their escalation path.

The escalation procedure is implemented when events justify the escalation of issues above the level of those personnel currently involved with an issue.

Escalation can be initiated by the Customer, should more immediate action be required, and applies to all parts of the Onwave service.

After the resolution of an incident that has been escalated, either Onwave or the Customer can initiate a review meeting, involving both parties, to identify any lessons to be learnt. The aim is to avoid similar escalations for future incidents.

1.8. Service Reviews

Onwave will look to establish and maintain a series of regular service review meetings (Monthly/ Quarterly, based on the Customers preferred timetable) with the customer to cover the following areas:

- Service affecting incidents raised within the previous period
- Problems occurring within the previous month
- Planned and completed maintenance
- Site installation and deinstallation within previous month
- KPI report
- Major projects
- Innovation
- Continual Service Improvement to identify any opportunities to enhance processes and effectiveness of service.

1.9. Continual Service Improvements

Continual Service Improvement allows both Onwave and the Customer to identify opportunities to improve the overall service provided and to enhance the working relationship.

Ideas and improvement plans will be discussed and considered during service reviews.

2. Incident Management

This section describes the key operational processes that the Customer should follow to notify Onwave of a new or a reoccurring incident.

An incident is defined as any event which is acknowledged by Onwave as not part of the standard operation of the service and which causes or may cause disruption to or a reduction in the quality of services for the Customer.

The goal of incident management is to restore service to customers and customers end users as quickly as possible, following the identification of an incident. This may be achieved through the temporary implementation of a workaround, or through implementing a fix to the root cause which is the objective of problem management.

Initial communication takes place between the Customer's Service Desk and Onwave Customer Services.

Onwave may contact the Customer after detecting an incident. Likewise, the Customer can inform Onwave as soon as any incident has been detected.

2.1. Classification

All incidents will be logged and classified by Onwave into the Network Operations Centre. Onwave will aim to investigate and resolve an incident in accordance with the applicable priority levels and response times defined in this document.

An incident is prioritised by Onwave using a system that is based on the impact of the symptoms experienced by the Customer.

The priority assigned to an incident will determine how quickly it is scheduled for resolution and is primarily based on two parameters:

1. Impact - this determines the importance of the incident depending on how it affects business processes and/or the number of users affected.
2. Urgency - this depends on the maximum delay the Customer will accept the resolution of the incident and/or the level of service defined in the SLA documentation.

Priority		Urgency			
		Low Issue prevents the user from performing minimal portion of duties	**Normal** Issue prevents the user from performing a portion of their duties	**High** Issue prevents the user from performing critical time sensitive functions	**Urgent** Service or major portion of a service is unavailable
Impact	Low	P4	P4	P3	P3
	Normal	P4	P3	P3	P2
	High	P3	P3	P2	P2
	Severe	P3	P3	P2	P1

The following are examples of Service affecting incidents

	Service Affecting Incidents- Examples
P1	Complete loss of a Network Operator and Onwave Services impacting multiple sites and or customers.
P2	Complete loss of customer IPSec VPN, SSL VPN or Direct Connect Service based on individual sites
P3	Partial loss of customer service on sites or Intermittent service or packet loss across multiple sites.
P4	Intermittent service on single Mobile Network Operator. Change request or order fulfilment request. Other incident or query, which does not fit the above definitions.

2.2. Business Hours and Response Times

All incidents submitted to Onwave by the Customer are responded on a best effort basis. Customers will be regularly updated, during Onwave business hours, with the status of the incident as outlined below:

Business Hours

Support Type	Business Days	Business Hours
Onwave Standard	Monday – Friday, excluding Bank Holidays	08.30 – 17.30
Onwave Extra	Monday – Sunday, including Bank Holiday	07.00 – 19.00
Onwave Anytime	Monday – Sunday, including Bank Holidays	24/7/365

Response Times – during Business Hours

Priority	First Response	Further Updates	Target Resolution
P1 (Urgent)	1 Hour	2 Hour	8 Hours
P2 (High)	2 Hours	8 Hours	16 Hours
P3 (Normal)	4 Hours	8 Hours	24 Hours
P4 (Low)	8 Hours	24 Hours	40 Hours

2.3. Raising a Support/ Incident request

To raise an incident during Normal Business Hours, the Customer should contact Onwave Customer Services via support@onwave.com.

To raise an incident outside Normal Business Hours, where you have purchased Extra or Anytime Support, the Customer should call the Out of Hours numbers provided.

Additionally, for any incidents that the Customer considers to be P1 or P2, the Customer should follow up the email by reporting the incident to Onwave by telephone +44 020 3434 2100, Option 2 or by contacting the contacts defined under Escalation Plan.

The individual contacting Onwave to report an incident will be required to explain and/or describe the incident, and to be available if further details are required.

Timely resolution will be dependent on the completeness and accuracy of information supplied by the Customer at the time the incident is reported, along with the speed of response of the Customer to requests from Onwave for further detail. Onwave staff always try to provide/share as much data/info on an issue with The Customer in order to ensure identification of an issue for faster resolution; such as packet sniffing, packet capture and wire-sharking network traffic, log file analysis, etc.

2.4. Information to be supplied with request

When reporting an incident, the minimum information that should be supplied by the Customer:

- Confirmation that power has been checked.
- Confirmation that any Customer Equipment has been checked.
- Full description of the incident experienced by the Customer including service(s) and users affected and business impact.
- Where possible customer should have information on source and destination IPs
- Dates and times incident was identified.
- Post code location and/or full address including country Onwave Site ID (detailed in device labels) where possible.
- Historical information of the incident, if applicable

The Customer should ensure that basic checks have been undertaken and perform an initial diagnosis to understand that the issue lies outside of the customers own network and services.

2.5. Procedure

The incident reporting procedure is outlined below:

1.	Customer identifies an issue that is impacting their service and decides the priority of the incident.
2.	Customer performs initial triage, basic checks and initial diagnosis.
3.	Incident is reported by the Customer to Onwave NOC via support@Onwave.com. If the incident is a P1 or P2 the Customer telephones Onwave to notify about the incident.
4.	Incident is logged by Onwave NOC and assigned a priority based on the details provide a unique reference number and timestamp.
5.	Initial triage, analysis and diagnosis of the incident is performed by 1st Line Support, where possible ticket will be resolved
6.	After defined period and assuming 1st Line Support has not resolved will assign the incident to the relevant 2nd or 3rd Line Support team to continue resolution actions.
7.	Onwave Customer Services will update the ticket details and notify the Customer of the current status along with feedback.
8.	Restoring service and resolving the incident is performed.
9.	Check if the ticket can be set as solved. If the ticket is not ready to be solved the assigned team will continue their actions to resolve.
10.	Testing performed by the Customer and Onwave.
11.	If the ticket is ready to be set as solved the Onwave Customer Services team will set as solved and notify the Customer.
12.	Final closure of the incident.

2.6. Incident Updates

Both the Customer and Onwave will update each other with respect to the progress of an incident through to resolution or restoration of service. The minimum information provided is outlined below:

- Ticket reference number
- Title of the incident
- Description history of the incident
- Any actions that have been completed and/or follow up actions

2.7. Incident Closure

Following the restoration of an incident the ticket is set as closed by Onwave NOC and the Customer will be notified.

An incident will only be set as closed:

- Once the Customer agrees that the issue is resolved.
- If the Network Monitoring System sensor that generated the alert is showing as acknowledges or cleared
- If the Customer does not respond following three attempts at contact by Onwave (email/ call), and on the basis that Onwave view the incident as closed.
- If the Customer does not respond and on the basis that Onwave view the incident as closed the ticket is set as solved automatically after three business days.

The issues related to the ticket will be monitored for five business days allowing the Customer to reopen the ticket or provide an update should the incident reoccur. If an update is provided by the Customer, the ticket will automatically change to an open status.

Please note that if an update is provided after five business days a follow up ticket is created with a unique ticket reference number.

Onwave will issue Incident Report for all P1/P2 tickets as soon as reasonably practicable after the issue has been closed. Incident responses related to services that do not depend on information from 3rd party supplier investigations will be issued within 7 working days following an incident. Onwave will issue Incident Reports to Customers within 3 days of receipt of any 3rd party supplier Incident Reports having been received.

3. Problem Management

A problem is the cause of one or more incidents.

The cause is not usually known at the time a ticket is created, and the problem management process is responsible for further investigation.

The goal of problem management is to resolve the root cause of incidents and to minimise the severity and impact to Customers. It also aims to prevent the reoccurrence of incidents.

Onwave will a quality investigation in the following circumstances, this can be either reactive or proactive:

- An incident has occurred on multiple occasions
- Following restoration of a P1 or P2 incident as part of root cause analysis
- When Onwave Quality team identify that there are factors that can be addressed that would unchanged lead to a reoccurrence

3.1. Problem Procedure

Problem management is generally raised when the root cause of the problem is not resolved and cannot be identified through the incident management process.

Both Onwave and the Customer may reactively or proactively report a problem.

3.2. Root Cause Analysis

Following the restoration of a P1 or P2 incident, Onwave will begin the problem management process to identify the root cause of the incident, the timeline of events to restore and actions taken to prevent a reoccurrence.

For P1 events, once analysis has been completed the information is supplied in a an Incident Response report. Customers will receive formal Incident Report as soon as reasonably practical after the incident:

- For P1 incidents which involve 3rd Party suppliers to Onwave, the report will be issued within 3 days of receipt of the report from the affected 3rd Party provider, this could be anything up to 28 days following the incident.
- For P1 Incidents where the Onwave Network or service was at fault, Onwave will issue a response within 1 Week (5 Business Daya)

4. Service Delivery

The goal of order fulfilment is to supply the Customer and end users as quickly as possible, following a raised request.

This section describes the key operational processes that the Customer should follow to notify Onwave of a service delivery request.

Communication takes place between the Customer's Service Desk and Onwave Operations Team.

4.1. Classification

Service delivery requests will be logged and classified by Onwave Operations Team.

Onwave will aim to raise and complete service delivery requests in accordance with the applicable priority levels and response times defined in this document.

4.2. Service Delivery Request Definitions

The following definitions outline the order types that can be requested:

1. **New Site/ Service request** – Order request to set up a new site or service for a customer.
2. **Site decommission request** – Order request to decommission an existing site for a customer.

4.3. Response and Target Resolution

All order requests submitted to Onwave by the Customer are responded on a best effort basis. Customers will be regularly updated, during business hours, with the status of the request as outlined below:

Definition	Target Response Time (working hours)	Target Quote Issue Time (working hours)
New Site/ Service request – Provided all information is available	8 hours	16 hours
Site decommissioning request	8 hours	16 hours

Definition	Target Install time (days)
Install time, from receipt of signed Service Order from Customer	7 working days (or as defined by Customer if longer)

4.4. Requirements capture

The service delivery phase commences with requirements capture from the Customer. To ensure a consistent approach Onwave have developed a Projects Requirements Form which is shared with the customer as part of the onboarding process. This form is split into multiple sections with the customer completing section 1. This sets out the information Onwave would like to receive to properly assess the site connectivity requirements, including:

- Site Location
- Project Codes (Customer defined)
- Anticipated Number of Contractors Staff/Subcontractors/Clients/Guests
- Contact Information
- Required Installation/decommission/change Date
- Contract Duration (weeks)
- Phases (Office phases including arrangements)
- Working at height, scaffold towers, MEWPs
- Presence of existing accessible Fixed Line Services
- Requirements for Wayleaves, onsite cabling etc
- Physical survey (cellular, Wi-Fi, Starlink, Wayleave cabling routes)
- LAN service requirements: structured cabling, Wireless Coverage, Print, VoIP etc

Onwave experienced operations teams will work closely with the Customer IT team to complete as much of this Projects Requirements form as possible.

4.5. Desktop Assessment & Quote

On receipt of the Projects Requirements Form the Onwave team will conduct a desktop exercise, to look at the services available including both fixed line (where appropriate) and cellular coverage, they will also check whether other services such as Starlink are available.

This information will be collated and incorporated into the Project Requirements Form. The Customer can expect to receive the results of the desktop survey within 1 business day (Standard Mon – Friday excluding Bank Holidays) if this is separately required.

Typically, the desktop survey and completed Project Requirements Form is returned as part of the initial quote process.

Following an assessment of the customer requirements and network services available, a quote is issued for the customer to review and agree.

4.6. Order fulfilment

Once the Customer is happy to proceed with the quote, Onwave will convert the Quote into a formal Service Order, this ensures that the solution requirements are all incorporated within our CRM platform. The Operations team will create and issue the Service Order Form via DocuSign™ to the Customer so that it can be signed electronically, the customer should provide a PO at this stage if this is required for payment.

On receipt of the completed/ signed service Order, Onwave will proceed with provisioning and ordering the services (the customers liability for services will commence at this point).

Onwave Operations team will release the pick/build/shipping tasks to the Stores and Network Operations Teams. They will also place the orders for any fixed line or wireless fibre circuits with the carriers, these services are ordered directly via Supplier Portals, where they can also be

tracked.

Onwave holds and maintains a stock of all hardware that is commonly used, this is monitored by the Supply Chain Manager to maintain those levels. Where non-standard hardware is required by the customer as part of the order this will be procured. Alternatives will be discussed with the customer should lead times be excessive or present a risk to delivery.

Onwave will always seek to provide service to site on the planned installation date.
Onwave will discuss and agree the use of alternatives to the traditional fibre/xDSL fixed line services such as Wireless P2P, Cellular and Starlink where delays to service occur.

These alternatives ensure that Onwave can deliver service within short time scales and with a greater than 98% success rate on Right First-Time installation. This is a KPI which is tracked as part of our ISO accredited Company Management System.

4.7. Orders & Provisioning Form

When the Customer wishes to place any of the above order request types, the Customer is required to complete and send a Site Requirements Form to Onwave using the template supplied by Onwave.

The form is designed to capture all of the necessary information such as:
- Customer Details
- Order Summary
- Additional Comments Order Details

Completed Orders & Provisioning Forms should be sent to operations@onwave.com

After receipt of the order request, Onwave will verify the form and discuss additional details with the customer before issuing a Quote, for approval.

All order fulfilment requests will be logged and classified by Onwave Operations Team. The Customer will receive a unique site reference number on the Service Order which will allow this to be tracked.

4.8. Minimum Order Information

When raising an order request the minimum information that should be supplied by the Customer is listed below:

- Full address and postcode for the site, including What3Words, if available.
- Site Contact person
- Site plans and number of people on site
- Project Duration

4.9. Raising an Order Fulfilment Request- Procedure

The order fulfilment reporting procedure is outlined below:

1.	Customer identifies a need to raise service delivery request and decides the order type of the request.
2.	Customer completes section 1 of the Site Requirements Form
3.	Order request is raised by the Customer to Onwave Operations via operations@onwave.com. If the order is urgent the Customer should telephone Onwave to notify.
4.	Order request is logged by Onwave Operations and assigned a unique reference number.
5.	Classification is applied by Onwave Operations as P4.
6.	Onwave Operations will discuss site requirements with Customer and raise Quote
7.	Customer will review Quote and agree service and fees.
8.	Onwave Operations will convert Quote to a Service Order and issue it via Docusign for acceptance by Customer
9.	Once accepted, Onwave Operations will raise all necessary orders/cancellation requests with carriers and schedule installation/decommission date
10.	Onwave Operations will raise internal orders for hardware and configuration, in line with scheduled installation date
11.	Onwave Operations will schedule engineer and issue RAMS
12.	Following installation/decommission at site, Onwave will prepare site documentation confirming equipment on site, IP address information, configuration settings of equipment, pictures of the installation and handover testing benchmarking
13.	Onwave Operations team confirm that site is operating as expected and then hands over site to BAU.
14.	Ticket is updated and closed.

4.10.   Order Fulfilment Request Updates

The Customer and Onwave will update each other with respect to the progress of an order request through to completion.

The minimum information provided is outlined below:

- Quote reference number
- Site related to the order request
- Description history of the order request
- Any actions that have been completed and/or follow up actions

During the order fulfilment process the need may arise for raising a query related to the delivery of equipment or the scheduling of an engineer. The Customer should update the existing ticket by replying to the last email or by calling the Operations team on +44 20 3434 2100, Option 4.

4.11.   Order Fulfilment Request Completion

As part of the order fulfilment process, Onwave Customer Services will provide details of the order request via the existing Project Requirements Form submitted by the Customer.

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1. **Desktop Survey** - this provides details of the available carrier services at the site and is used to create the Quote.
2. **Site Layout** – this will include a site plan and confirmation of which areas will require connectivity.
3. **Phases*** – this section will provide information covering additional phases of an installation, such as the installation of fibre or the addition of cabins during the project.
4. **Technical Handover** – this section includes a diagram of the equipment installed on site and includes IP address details, Wi-Fi SSID information and equipment configuration
5. **Installation Photos** – this section includes photos of the installed service

*if applicable and dependent on order request type.

The Project Requirements Form is Customer facing and can be shared with the Customer, if requested.

4.12.   Order Delivery

Equipment required for Service Delivery orders will be dispatched via a tracked courier service directly to site unless otherwise agreed.

A tracking reference will be provided to the Customer as standard, where provided by the delivery service provider. Where a site is in an obscure location or temporary site, the customer is asked to provide a what3words location to aid delivery. Onwave Operations team will monitor the delivery ahead of the installation date and will liaise with the Customer directly to validate successful delivery.

4.13.   Order Fulfilment Request Closure

Following the completion of an order request the ticket is set as solved by Onwave Customer Services and the Customer is notified.

Upon completion of the order request, Onwave Customer Services will provide details of the order via the existing Site Requirements Form.

If the Customer does not respond the ticket is set as solved automatically after two business days. The ticket will remain in a solved status for five business days allowing the Customer to reply or provide an update. If an update is provided by the Customer the ticket will automatically change to an open status.

After five business days the ticket will automatically be set as closed.

Please note that if an update is provided after five business days a follow up ticket is created with a unique ticket reference number.

4.14. Order Fulfilment Request Cancellation

If an order request placed by the Customer is no longer required, the Customer may be able to cancel.

The Customer should contact Onwave Customer Services as soon as possible by updating the ticket and following up via telephone informing Onwave to stop the fulfilment process.

4.15. Data Management (Metered SIM Connections)

Customers that have metered connections (Connections or Services that have agreed data bundles) will be provided with portal access to monitor their data usage. Portals will provide a good indication of usage, generally +/-10%. However, the actual usage may vary at the end of the month when this is presented by the networks.

In addition to providing access for Customers to monitor their own usage, Onwave will conduct a mid- month review of data usage for customers with metered connections. This will look at total usage month to date and predicted usage at month end based. Where customers usage is aggregated into a per site or per customer allowance Onwave will make recommendations to the Customer around changing bundle size etc. This gives the opportunity to the Customer to purchase additional data bundles to cover any excess data usage during the month.

Customers can additionally request alerts on specific SIM cards which can be sent via email at certain usage thresholds. Data alerts will not block a site from using data and if no additional data bundles are purchased, any data overage will be charged at the rate defined in the Customer Price Book.

It is the Customer's responsibility to provide a valid email address and to ensure that any spam filters are removed. The data alert service will only be implemented upon acknowledgement from the Customer that a test email has been successfully received. Thereafter, Onwave will not accept responsibility for the receipt of email alerts.

4.16. Data Management (Unmetered Connections)

Onwave will provide customers access to portals that will allow to monitor the usage on connections and sites connected to the Onwave Managed Service. These portals are provided for information purposes. Onwave does not monitor the usage on unmetered connections, performance of the connection will be limited to the size and capacity of the underlying infrastructure.

Notwithstanding that connections are unmetered; the networks may apply network and contention management policies often in the form of a fair usage to any connections in the interest of maintaining and preserving the overall performance of the network.

5. Change Management

Change management is the operational process used for the prompt and efficient handling of changes to the services Onwave provide.

This process concerns changes that are of a technical and non-technical nature, requested by the Customer and/or Customers end users, as well as changes initiated by Onwave and its suppliers which are necessary for the ongoing support and maintenance of the network.

The goal of change management is to ensure that changes are assessed, managed and implemented in a consistent and timely manner.

5.1. Moves/Adds/Changes

Moves

Where the customer requires to relocate the services from Onwave either locally on site or to another locations, the Customer should forward the request for these relocation of services to the Operations team mailbox operations@onwave.com or call Onwave team on the General Contact Number.

Onwave Operations team will process the request in the same way as they process a new service order, a Service Order will be issued to the Customer to cover the cost of the relocation. On receipt of the signed Order Onwave Operations teams will release the pick, build, shipping tasks to the Stores and Network Operations Teams. They will also place the orders for any moves associated with fixed line or wireless fibre circuits with the carriers. Customer should not relocate Onwave services without prior notification.

Upgrades/Downgrades

Where the customer requires to adjust the services from Onwave upgrading or downgrading the existing service, the Customer should forward the request for these services to the Operations team mailbox operations@onwave.com or call Onwave team on the General Contact Number. Onwave Operations team will process the request in the same way as they process a new site/service order, a Service Order will be issued to the Customer for any changes that impact the current service charges. On receipt of the signed Order Onwave Operations teams will release the pick, build, shipping tasks to the Stores and Network Operations Teams. They will also place the orders for any fixed line or wireless fibre circuits with the carriers.

Minor Technical Change – directed by the Customer

As part of the managed service Onwave NOC can complete changes of a minor nature at the direction of the customer (individual must be an approved technical contact) the following are examples of standard changes that can be requested:

1. Wi-Fi SSID name change
2. Wi-Fi SSID password changes
3. DHCP reservation changes
4. Port Forwarding (single location)

5. Local Switch or Router Access/Trunk Port changes

To request a change of the above nature Customers can call Onwave NOC during normal business hours or email support@onwave.com or via telephone +44 20 3434 2100.

Significant or Major Changes - service changes directed by the Customer
The Customer may require a change to aspects of the service delivered by Onwave. The nature of the changes and Customer service contract will define which aspects of the service can be changed without cost to the Customer as part of the managed service.
Where the Customer is unsure whether the change required is covered by their existing Contract, they should contact operations@onwave.com in the first instance.

Some changes will not have been envisioned when the contract was formed and as such these may be chargeable to the Customer. These changes will be managed using the standard service order process as if they are new service requirements, requested via Onwave Operations Team (operations@onwave.com) , details will vary from Customer to Customer, but some examples include:
- Changes to agreed and as delivered network design, including:
    - Network Configurations including VPN tunnels
    - Changes to Firewall Policies
    - Changes to Routing polices
    - Changes to VLAN structures
- Changes to WAN Services
- Changes to Equipment on Site
- Changes required outside of normal business hours

Changes initiated by Onwave or Onwave 3rd Party Suppliers
As part of the provision of services Onwave/ Onwave Suppliers will require to undertake maintenance on the network, and to make changes to the network to; create additional capacity, add new services, apply firmware updates etc. These Network Changes will be planned and notified to the customer in advance in accordance with Onwave Terms and Conditions based on the imperative around the change.

5.2. Target First Response and Resolution

All change requests submitted to Onwave by the Customer are responded on a best effort basis. Customers will be regularly updated, during business hours, with the status of the request as outlined below:

Change Request	First Response	Change Impact Assessed	Target Resolution
Moves	8 Hours	2 Business Days	7 Days
Upgrades/ Downgrades	8 Hours	2 Business Days	7 Days
Minor Technical Changes	8 Hours	1 Business Day	2 Business Days

| Significant or Major Changes | 8 Hours | 2 Business Days | Provided on completion of change impact |

5.3. Change Severity Classification

Onwave will categorise all changes based on the content of the works and likelihood of impact to the customer. This will also inform the time for completion:

Type of change	Description	Notification	Time for Completion
Standard	A change that is low risk and well understood by the business, will be non-service impacting, have low impact on service or would be localised to a single site/ service, as such these can be completed with local agreements.	Typically, these changes will be conducted at the discretion of the business or via local agreement with the User/Sites Affected. Examples include Wi-Fi SSID changes etc	Changes will be agreed locally with the requester or outside normal business hours
Planned	Planned in advance, changes which may affect the service provided by Onwave for more.	These changes will be notified to the Customer, where possible, 10 days in advance. The notice will be issued to the appropriate contact or department that the Customer provided upon commencement of the Master Services Agreement or as updated by the Customer. As a minimum the information supplied to the Customer by Onwave for a planned change is: - System Affected - Service Impact Start Time - Ticket Number - Restoration Time	Onwave will endeavour to keep such maintenance to the period between 18.00 – 08.00 Greenwich Mean Time (GMT) Changes will be made in on the date and time published within the Ticket associated with the change notification, unless otherwise cancelled in advance
Emergency	Emergency changes are those that are vital to meeting an urgent business requirement (including an incident resolution) and cannot conform to the planned change process. These include: - A planned emergency incident fix including preventative work is a change to rectify an open service affecting incident.	Onwave will use reasonable endeavours to notify the Customer, where possible, with 24 hours' notice for any emergency change. If it is not possible to notify in advance, Onwave will notify the Customer following the change	Onwave will endeavour to keep such maintenance to the period between 18.00 – 08.00 Greenwich Mean Time (GMT). Emergency changes can be made to the network without prior notice to the customer, notwithstanding this Onwave will always endeavour to give notice of such changes.

	- Preventative work that needs to be addressed before the full 10-day notice time or where a change needs to be implemented to prevent a major service incident. - A customer requested emergency change that does not meet the agreed lead times but is requested to be completed sooner by the customer.		

6. Billing

This section describes the key operational processes that the Customer should follow to notify Onwave should they have a billing enquiry.

The goal of billing is to supply the Customer with their invoice and/or associated reports in a way that is most aligned to the customers business.

Onwave have the following billing profiles, which can be selected for the presentation of Onwave Invoice Types:

- Type 1 – Single Invoice per PO
- Type 2 – Single Invoice per Customer
- Type 3 – Single Invoice per Business Unit
- Type 4 – Single Invoice per Contract
- Type 5 – Single Invoice per Site
- Type 6 – Single Invoice per Project Reference

Communication takes place between the Customer's Service Desk and Onwave Customer Services.

6.1. Invoice Delivery

Onwave will issue a monthly invoice to the Customer detailing the services consumed and/or provided within the calendar month. Onwave will aim to issue all Invoices within the first working week of the month, with the Invoice will be a PDF document issued via email

The invoice will be issued to the appropriate contact or department that the Customer provided upon commencement of the Master Services Agreement (MSA) or as updated by the Customer.

Please note that delays can occur with the deployment of the Customer's invoice that are outside of Onwave's immediate control. The Customer should issue payment to Onwave as per the agreed payment terms detailed in the Customer's Master Services Agreement (MSA).

6.2. Invoices and supporting information

Onwave invoices will contain information based on the format of invoicing requested by the customer. Onwave are happy to incorporate additional data fields within the Invoice or Breakdown to support customer commercial processes.

Customers that opt for a single consolidated invoice per Customer or Business unit will be provided with additional supporting information within an Excel document. This document will show the build up to the consolidated invoice, separated on a site by site basis, which can allow them to internally allocate costs, filtered and analyse the billing.

Invoice (pdf format):
- Description
- Service Line Billing Frequency
- Unit service charge

- Quantity
- Total Service Charge
- Total (exc. VAT)
- VAT due
- Total (inc. VAT)

Breakdown of Invoice (excel format):
- Description
- Service Charge (per site)
- Service Line Billing Frequency
- Quantity
- Installation/Configuration Charge (per site)
- Delivery Charge
- Overage Charge (per site; usage outside of the allowance)
- Additional Charge

Statement of Account

Should the Customer require a statement of account to show any outstanding charges, credit notes and payments, this can be requested by raising an enquiry with Onwave Accounts via email: accountsuk@onwave.com the services and charges associated with each site, both monthly recurring charges and non-recurring charges.

6.3. Payment

Payment should be made to the account detailed within the invoice and within the period agreed within the Customer's Master Services Agreement (MSA), or as set out within the agreed Terms and Conditions. If the Customer wishes to query an invoice they will need to do this as soon as possible following receipt of the invoice, to allow Onwave time to correct or confirm charges in advance of the invoice due date.

6.4. Raising a Billing Incident

To raise a billing incident, the Customer should contact Onwave Customer Services via accountsuk@onwave.com detailing the invoice and charges in question.

The individual contacting Onwave to raise a billing incident will be required to be available if further details are required.

Onwave will endeavour to close out billing incidents in a timely manner, based on completeness and accuracy of information supplied by the Customer at the time the request is raised, along with relevant contract and/or tariff commitments.

6.5. Target Response and Resolution

All billing incidents submitted to Onwave by the Customer are responded on a best effort basis. Customers will be regularly updated, during business hours, with the status of the incident as

outlined below:

Priority	First Response	Target Resolution
Billing Issue	1 Business Day	3 Business Days

6.6. Minimum Billing Information

When reporting a billing incident, the minimum information that should be supplied by the Customer is listed below:

- Full description of the billing incident experienced by the Customer
- Invoice Number
- Historical information of the incident, if applicable

The Customer should ensure that basic investigation has been undertaken.

6.7. Billing Incident Procedure

The billing incident reporting procedure is outlined below:

1.	Customer identifies a billing issue.
2.	Customer performs basic checks and initial diagnosis.
3.	Billing incident is reported by the Customer to Onwave Finance Team via accountsuk@onwave.com.
4.	Onwave Finance Team will create a Ticket and carry out Initial triage, analysis and diagnosis of the billing incident.
5.	Onwave Finance Team will update the Customer of the status along with feedback.
6.	Onwave will discuss resolution of the billing incident with the Customer.
7.	Re-issue any adjusted invoices or issue credit notes and dispatch to the Customer, if applicable.
8.	If the Billing issue is viewed as resolved the Finance team will set Ticket as closed and notify the Customer.

6.8. Billing Incident Updates

Both the Customer and Onwave will update each other with respect to the progress of a billing incident through to resolution. The minimum information provided is outlined below:

- Ticket reference number
- Title of the billing incident
- Description history of the billing incident
- Any actions that have been completed and/or follow up actions

6.9. Billing Incident Closure

Following the resolution of a billing incident the ticket is set as closed by Onwave Finance Team. A billing incident will only be set as closed once the Customer agrees that the issue is resolved.

If the outcome of the billing incident results in an agreement to adjust the amount due on an

invoice, the adjustment will be made by either:

- Onwave reissuing the original invoice, or
- Onwave raising a credit note.

These will be issued by Onwave Finance Team or picked up as part of the next billing cycle as agreed with the Customer.

A billing ticket will be set as closed automatically after five business days, should Onwave be unable to contact the Customer to resolve the issue.

Please note that if an update is provided after five business days a follow up ticket is created with a unique ticket reference number

7. Service Level Agreement (SLA) –Managed Service

7.1. SCOPE

a) This agreement sets out the Standard Service Levels that apply to Onwave UK Ltd.'s Managed Service.
b) This agreement is to be read in conjunction with the Onwave Service Order Terms and Conditions which can be found at www.onwave.com/terms_and_conditions.
c) This agreement may be reviewed at any point, by mutual agreement. It may also be reviewed if there are any changes to the Customer's solution.
d) Onwave will always endeavour to resolve service issues in the fastest possible timeframes and support tasks take precedence over Business as Usual processes.

7.2. PARTIES

a) This SLA is between:

The Customer:	The Supplier:
[] [] [] [] Key contact:[] []	[Onwave UK Ltd] [4 Abbey Wood Road] [Kings Hill] [Kent ME19 4AB] Key contact: [] [02034342100]

7.3. HARDWARE, SOFTWARE AND SERVICES COVERED

a) This agreement covers the hardware, software, and services listed within the Onwave Service Order form for a specific site/service. This list of equipment/services under this SLA may be updated at any time, with agreement from both the Customer and Onwave; new Service Orders are issued to cover off any changes.
b) This agreement only applies to issues/faults found with the Onwave supplied and supported equipment/service. The agreement does not apply to equipment connected to the Onwave service equipment or equipment which has been sold and which is not the subject to an on-going service contract.
c) Onwave resources are re-prioritised in respect of resolution of issues/faults. Onwave commits to be held to account to the SLA terms which are found in the SLA Matrix in the Table of Services Section 7.9.
d) Exclusions are listed in Section 7.7.

7.4. SERVICE PERFORMANCE

Onwave commits to service performance levels as stated in the Table of Services Section 7.9.

GUARANTEED RESPONSE TIMES
a) The response time measures how long it takes Onwave to respond to a support request raised on Onwave's support system; the methods to raise these support requests are defined within the Customer Service Charter.
b) Onwave is deemed to have responded when one of Onwave's technical staff has replied to the Customer's initial request. Onwave Responses may be by telephone or email and will include confirmation of the ticket number and fault raised.
c) Onwave expects customers service desks to manage 1st line support calls direct from their end users, this ensures that incidents or faults originating within the customers own applications and services have already been verified as operational– all our support staff are second line, i.e. trained and qualified network technicians/engineers with the ability to understand and fix issues or raise a ticket's priority to get third/fourth line support engineers involved in the resolution.
d) Guaranteed response times depend on the priority of the ticket raised (linked to the severity of the issue). They are shown in Section 2 (Incident Management) of the Customer Service Charter.

RESOLUTION TIMES

a) Where service equipment is at fault and covered by this SLA, Onwave will provide a replacement device configured and available for use within the next business day.

b) Onwave commits to defined target resolution times for tickets in accordance with Section 2 of the Customer Service Charter, in respect of all faults found to have originated from equipment covered by the Onwave managed service, excepting exclusions Section 7.7.

c) Onwave apply reasonable endeavours in striving to meet target resolution times however, as resolution times often depend on the supply of services from 3rd Parties, Onwave do not offer service credits in respect of target resolutions times. Onwave will use reasonable endeavours during a service outage to maximise service availability for The Customer e.g. utilising traffic shaping or other connectivity options on site to keep business-critical services working.

SERVICE AVAILABILITY

a) To enable the Customer to do business effectively, Onwave guarantees that certain services will be available for a certain percentage of time. Onwave guarantees in respect of Service Availability are defined in the Table of Services Section 9.

b) There are components excluded in the determination of Service Availability, as defined in Exclusions Section 7.

c) Service credits in respect of Service Availability are calculated in accordance with Section 7.8.

SERVICE DEFINITIONS

a) Standard Support Working Hour is defined as any hour within the hours of 08.00 and 17.30 weekdays, excluding bank holidays.

b) Extra Support working hour is defined as any hour within the hours of 07.00 and 19.00 Monday to Sunday, including Bank Holidays

c) Anytime Support working hour is defined as any hour Monday to Sunday, including Bank Holidays (24/7/365)

d) The Fault Start Time begins upon the entry of a fault into Onwave's systems and the issuing of a fault ticket number to the Customer.

e) Parked Time is defined by Onwave being unable to progress the fault repair process without further contact with the Customer, within a Support Working Hour. Parked Time will be excluded from the total fault time. There are several events that will result in a fault being parked:

   i) Fault passed back for retest: Onwave believes the fault to be resolved and require confirmation from the Customer via a retest.

   ii) Further diagnostics required: Onwave requires the Customer to conduct further diagnostics in order to progress the fault.

   iii) Awaiting Customer visit appointment: A visit to the Customer's premises is required. Onwave (or 3rd Party provider) will send the first available engineer, unless advised not to do so by Customer. Where the Customer is not available during 'Support Working Hours' for this appointment, they should advise Onwave Technical Support as soon as possible, who will attempt to assign a more suitable time for all parties. The fault will be parked while the Customer determines availability of the Customer for an appointment.

   iv) Appointment made outside of SLA time: Parked until the appointment time if the end-user has specifically requested an appointment time outside of the stated SLA period.

   v) No access to Customer premises at appointment slot: Parked until a new appointment is made

   vi) Fault repaired: Parked while awaiting confirmation from the end-user that the fault has been resolved.

f) Counted time will reflect the time for which Onwave are wholly responsible, fault resolution time less fault start time less parked time.

g) Response times are measured using Onwave's support ticketing system, which tracks all issues from initial reporting to resolution.

h) Resolution time is measured from the moment a fault ticket number is generated.

i) The Fault End Time, is the time when the fault is resolved, or where Onwave has confirmed that the issue has been resolved and the Customer is not available to verify the fault is clear, the fault clock will stop until such confirmation is provided. All tickets reported as resolved will be closed after a period of five working days regardless of response from the Customer.

7.5.   COMMUNICATION AND NOTIFICATION

a) The Customer will nominate an individual contact/group/hierarchy of contacts (The Contact), to whom any fault updates will be communicated to, and who will be responsible for providing all reasonable assistance to Onwave throughout the diagnosis and resolution of faults. The Contact shall provide all

reasonable assistance in the form of reading indicators and performing basic diagnostic steps as requested by an Onwave technician/engineer.

b) The Customer's first line Support Desk should contact the Onwave Support Team in accordance with Section 2.3 of the Customer Service Charter.

c) The Customer's first line Support Desk must be ready to supply all necessary data to evidence the presence of a fault and shall provide all reasonable assistance to the Onwave technician/engineer in determining the cause of the fault condition.

d) Any claims or complaints in respect of this Service Level Agreement should be raised with the Onwave Operations Manager, or with your Key Account Manager by calling 0844 775 0000.

e) The Customer is required to be available on site during 'Support Working Hours' in cases where an Onwave (or 3rd Party provider) Engineer or technician visit is required to fix the fault. If the Customer is not available on site, they should advise Onwave Technical Support as soon as possible.

7.6.   FAULT NOT FOUND

a) The Customer should ensure that they have conducted their own basic troubleshooting via their first line IT support Desk to ascertain that the fault resides within the Onwave network prior to contacting Onwave for 2nd and 3rd Line support.

b) Where the Customer logs a support call in respect of issues which reside in the Customer's own network or which are not related to Onwave services, Onwave reserve the right to apply a 'fault not found' charge to recover the time spent investigating such issues.

7.7.   EXCLUSIONS

a) This SLA does not apply:
   i)   to any equipment, software, services or other parts of the IT system not listed above or within the service order unless these are dedicated core service equipment provided by Onwave for the sole use of the Customer;
   ii) to any components the Customer and/or End User provides and connects to the Service;
   iii) to Software, equipment or services not purchased via and/or managed by Onwave;
   iv) when the problem has been caused by using equipment, software or service(s) in a way that is not recommended;
   v)   when the Customer has made unauthorised changes to the configuration or physical set up of affected equipment, software or services, including factory resetting devices;
   vi) when the Customer has prevented Onwave from performing required maintenance and update tasks;
   vii) if the issue has been caused by unsupported equipment, software or other services;
   viii) in circumstances that could be reasonably said to be beyond Onwave's control. Any force majeure event: which shall include war (or other action of military forces), terrorism, riot, civil commotion, sabotage, vandalism, accident, breakdown or damage to machinery or equipment, acts of God, fire, flood, severe weather conditions, extreme traffic congestion, strike, lock-out or other industrial disputes (whether or not involving employees of Onwave), legislative or administrative interference or national crisis.

b) This SLA also does not apply if the Customer is in breach of its contract with Onwave for any reason (e.g. late payment of fees).

c) The Service Levels will not apply during outages resulting from scheduled maintenance (whether routine, preventative and/or essential) that may affect service availability and accordingly claims cannot be made for any failure to meet the Service Levels during or as a result of such outages.

d) Onwave reserves the right to perform essential maintenance on its network that may affect service availability. Onwave will make every effort to notify Customers of such maintenance. Examples of these communications are available on request.

e) The Service Levels will not apply (and claims cannot be made) in respect of faults:
   i)   where the cause has been identified as being a malicious act or otherwise through the actions of another user that have been found to be in breach of Onwave's Service Terms and Conditions;
   ii) which are the result of misuse or interference with Onwave supplied and managed equipment;
   iii) which are the result of Customer owned equipment not defined within the relevant Service Level Agreement;
   iv) where the problem lies with a supplier, the Customer or a 3rd party employed by the Customer and the resolution time may be affected;
   v)   as a result of Customer negligence or wilful misconduct, or the negligence or wilful misconduct of others authorized to act on their behalf;

_____

vi) where the component cannot be rectified by Onwave due to access restrictions to Customer Premises or causes beyond the reasonable control of the Company.

7.8.   SERVICE CREDITS

a) If Onwave fails to meet annual Service Availability levels, a penalty will be applied in the form of a credit for the Customer, as defined in the Service Credits Table within Section 7.9.

b) The level of credit due to the Customer will be calculated depending on the percentage by which Onwave missed the defined Service Availability level.

c) It is vital the Customer raises every issue via the contact methods detailed in section 7.5. If an issue is not raised in this way, the service clock and response times will not start until the issue is formally raised and a ticket created.

d) Service credits (or other claims for financial compensation) in any year in which a fault occurs shall not in any circumstances exceed the total annual service charges as defined within the service order.

e) The Customer can only make one claim under this Service Level Agreement in respect of a single fault ticket.

f) Claims must be made within 30 days of a fault being closed and must be raised with the Onwave Billing team by calling 0844 775 0000.

g) Service Credits will be calculated annually within 4 weeks of Onwave financial year end (30th June) and will apply against the next applicable invoice for the subsequent monthly charges.

h) Service availability times are measured yearly and calculated based on the period service has been unavailable, less any excluded periods as per Section 7.7, divided by the total number of hours in the year (calculated as 24 Hours/day x 365 Days/Year).

i) Where the Customer service contract does not continue for the full year, any service credit will be pro-rata down based on the period that the Customer purchased the service within the Onwave financial year.

j) All claims submitted must reference to a valid fault ticket number.

k) The Service Credits detailed in this agreement shall be the sole and exclusive remedy (financial or otherwise) available to the Customer for failure to meet the applicable Service Levels or any failure, act or omission in relation to this Service Level Agreement.

l) Nothing in this Service Level Agreement shall limit liability for death or personal injury caused by negligence.

7.9.   TABLE OF SERVICES

CONNECTIVITY BASED SERVICES

Managed WAN Links	Performance Agreement %						Period
Connection A \ Connection B	Ethernet Backup	WiSP Backup	FTTC /FTTP SoGEA/ xDSL Backup	Cellular (4/5G) Backup	Satellite (LEO) Backup	None - Single Connection Only	
Ethernet	99.990%	99.990%	99.700%	99.700%	99.500%	99.500%	Annual
WiSP (Wireless ISP)	-	99.500%	99.500%	99.500%	99.500%	99.000%	Annual
FTTC /FTTP SoGEA/ xDSL Backup	-	-	98.500%	99.000%	99.000%	98.000%	Annual
Cellular 4/5G	-	-	-	99.000%	99.000%	Best Effort only	Annual

Satellite LEO	-	-	-	-	99.000%	98.000%	Annual

i) Ethernet-Ethernet SLA level is based on a resilient R02 circuit, non R02 individual Ethernet circuits will be treated as individual single connections.
ii) Single Cellular connectivity comes with a best effort SLA from the Mobile Network Operators
iii) Onwave Dual cellular connectivity comes with the above SLA
iv) Backup circuits are used for uptime service guarantees, a reduced bandwidth service does not trigger service credits.
v) Traffic shaping can be defined to automatically prioritise core business IT services performance during an outage.
   (1) N.B. This needs to be designed and configured in advance of an outage
   (2) This requires input from Customer IT team to define service priorities
vi) Outage hours will only be calculated when there is a total loss of internet connectivity over the combined service for greater than or equal to one (1) minute.
vii) In calculating the performance SLA, Outage Hours will be calculated to the nearest full minute.
viii) Performance Agreement % is the percentage availability during the SLA time which is calculated over the Period (Year).
ix) Where equipment is powered on/off by the Customer in the normal course of operation our standard SLAs are not available; SLAs for these sites need to be discussed and defined on a site-by-site basis.
x) Credits are paid out against the element that has failed, not necessarily against the entire site

LAN SERVICES:

Managed LAN	**Performance Agreement %**	**Period**
Wireless LAN Equipment	99.00%	Annual
LAN Switch Infrastructure	99.00%	Annual

Fault Ticket Response – Working Hours

Priority	First Response	Further Updates	Target Resolution
P1 (Urgent)	1 Hour	2 Hours	8 Hours
P2 (High)	2 Hours	4 Hours	16 Hours
P3 (Normal)	4 Hours	8 Hours	24 Hours
P4 (Low)	8 Hours	24 Hours	40 Hours

Service Delivery Response – Working Hours

Definition	Target Response Time (working hours)	Target Quote Issue Time (working hours)
New Site/ Service request – Provided all information is available	8 hours (1 Day)	16 Hours (2 Days)
Site decommissioning request	8 hours (1 Day)	16 Hours (2 Days)

Definition	Target Install time (days)
Install time, from receipt of signed Service Order from Customer	7 working days (or as defined by Customer if longer)

Change Management Response – Working Hours

Change Request	First Response	Change Impact Assessed	Target Resolution
Moves	8 Hours (1 Day)	16 Hours (2 Days)	56 Hours (7 Days)
Upgrades/ Downgrades	8 Hours (1 Day)	16 Hours (2 Days)	56 Hours (7 Days)
Minor Technical Changes	8 Hours (1 Day)	8 Hours (1 Day)	16 Hours (2 Days)
Significant or Major Changes	8 Hours (1 Day)	24 Hours (3 Days)	Provided on completion of change impact

Billing Response

Priority	First Response	Target Resolution
Billing Issue	8 Hours (1 Day)	24 Hours (3 Days)

Service Credits

Service Component	Service Credit
Connectivity Service Performance % Availability	1 Day of Credit based on value of overall Contract value for Managed Service for every 0.5% by which the SLA is missed.
LAN Service Performance	1 Day of Credit based on value of LAN service element within Contract for every 0.5% by which the SLA is missed.
Fault Ticket Response	None
Service Delivery Response	None
Change Management Response	None
Billing Response	None