turnium

Turnium OEM/Wholesale Partner Support and Service Level Agreement

1 Turnium OEM/Wholesale Partner Support

1.1 OEM Support Contact Information

For network outages and urgent/critical incidents, please telephone 24×7 for fastest response.

Up-to-date telephone contact information can be found here: https://turnium.com/support-center/

Please use email or create tickets online only for low priority issues or to add documentation once a high or urgent ticket has been created by telephone and you have received a ticket number.

2 Turnium Service Level Agreement (SLA)

2.1 Definitions

These are common measurements directed by the Information Technology Infrastructure Library (ITIL) framework.

2.2 Priority

The priority of an issue is based on its severity and impact. Priorities are:

- Low.
- Medium.
- High.
- Urgent.

2.3 Response goals

Each priority level has its own time and percentage goal for each milestone. For example, the High priority could have a 30-minute goal for "respond within," 90 percent of the time.

- **Respond within/time to acknowledge**: Ticket has been reviewed, an agent scheduled, and customer notified that somebody has been scheduled.
- **Plan within**: Somebody is now working to resolve the issue.
- **Resolved within/time to resolve**: Issue has been resolved or request has been completed.

2.4 Severity

- **High**: Most or all end-users are affected.
- **Medium**: Medium group of end-users is affected.
- **Low**: One user or a small group of end-users is affected.

2.5   Impact

- **High**: Outage or failure of major component or service.

- **Medium**: Degraded performance with a reasonable workaround.

- **Low**: More of an irritation than an outage.

2.6   Severity/impact/priority matrix

	High severity- most users	Medium severity- some users	Low severity- few users
High impact- complete outage	Urgent	Urgent	High
Medium impact- degradation	High	Medium	Medium
Low impact- irritation	Medium	Medium	Low

2.7   Priority response metric

All times below are measured in hours. For example, 0.25 is 0.25 of 1 hour.

2.8   Respond within

"Respond within" time applies to tickets submitted by email only. Phone support gets nearly immediate response, 24x7, so we emphasize phone support for all urgent issues. "Respond within" time is the same for each priority because that is the point in time when priority is determined.

2.9   Customer update frequency

At the specified intervals below, the service engineer should email or phone the customer to confirm that he or she is still working on the issue and to communicate the progress and resolution plan. This only applies if the work is in progress; if the engineer changes the status to "pending", "scheduled", "waiting on third party", etc., this does not apply.

2.10   Business hours

Service office hours are 8:30 AM-5 PM Monday-Friday Pacific Standard Time. SLAs apply only during service hours - 24x7 for urgent and high priority incidents, and normal business hours for other priorities.

OEM/Wholesale Support Categories, Priority, SLA

Priority	Issue Examples	Service Hours	Respond Within (see note above)	Plan Within	Resolved Within	Customer Update Frequency	Notify Executive and Sales	Offer Rollback	Incident Review Necessary
Urgent	• Complete network outage for all or some users • Major application (DNS, HTTP, VoIP, etc., outage for all or some users • Complete Management Server Outage	24x7	0.5	0.25	0.5	0.5	2	Yes	Yes. With Executive, decided by TS or R&D heads.
High	• Complete network outage for few users • Major application outage for few users • Minor application (chat, email to single provider) issue for all users • QoS failover for most users • Partial Management Server outage or degradation	24x7	0.5	1	2	1	4	Yes	Yes, with TS/R&D heads.
Medium	• Provisioning issue • Charting issue • Single circuit fails to come online • Questions about management or provisioning	Business hours	0.5	4	8	4	No	No	No
Low	• Questions about backup, monitoring, tech documents or API	Business hours	0.5	8	16	8	No	No	No

3 SLA examples

- Partner calls with an urgent incident at 11 AM. Since it was a phone call, we respond and start working immediately. The issue is resolved at 11:20. The SLA is met.

- Partner calls with an urgent incident at 11 AM. Since it was a phone call, we respond and start working immediately. The issue is resolved at 12:00 noon (1 hour after beginning work). The SLA is missed.

- Partner calls with an urgent incident at 8 PM. Since it was a phone call, we respond and start working immediately. The issue is resolved at 8:30 PM. The SLA is met.

- Partner emails with an urgent incident at 11 AM. We respond at 11:20, assign an engineer at 11:35, and resolve the issue at 11:50. The SLA is met.

- Partner emails with an urgent incident at 11 PM. We respond at 9:00 AM the next morning, assign an engineer at 9:10, and resolve the issue at 9:40. The SLA is met.

- Partner emails with a high priority incident at 8 AM. We respond at 8:45 AM, assign an engineer at 9:45, and resolve the issue at 11:45. The SLA is met.

- Partner emails with a high priority incident at 8 AM. We respond at 9:15 AM (45 minutes after 8:30), assign an engineer at 9:20, and resolve the issue at 10:00. The SLA is missed.

- Partner calls with a medium priority issue at 2 PM. We schedule an engineer to begin work at 9 AM the next morning. The issue is resolved at 5 PM. The SLA is met.