



yappl

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Yappl Hosted Account SLA

Working Hours are defined as 9.00am to 5.30pm Monday to Friday, excluding public and bank holidays.

Provisioning and Account Management

| Service Description | Details | Service Target |
|---------------------------------------|---|--|
| Hours available for telephone support | Working Hours (excluding Bank Holidays) | We will answer your call or call you back within 5 hours |
| Hours available for email support | Working Hours (excluding Bank Holidays) | We will email within 5 hours |
| Time taken to process orders | Where orders are placed before 4pm | 2 Working days |
| Portal availability | For user self-configuration | 99.95% |

Fault Management

| Service Description | Details | Service Target |
|---|-------------------------------------|---|
| Available to receive fault reports | 24/7 | The system is constantly monitored so we should already be aware of any system outage |
| Respond to or update on critical fault progress | as defined and categorised by Yappl | 1 working hours |
| Service restoration critical fault | as defined and categorised by Yappl | 6 working hours |
| Service restoration minor fault | as defined and categorised by Yappl | 2 Working days |
| Overall platform availability | Uptime target | 99.95% |
| Overall fault resolution to agreed timescale | | 95% |

Penalties Accepted by Yappl

| Penalty Trigger | Credit Applied |
|---|---|
| Service restored within 1 working day beyond service level target | Pro-rata daily charge associated with the hosted account |
| Service restored within more than 1 working day beyond service level target | Pro-rata x2 daily charge associated with the hosted account |

Phones

All Yealink handsets are covered by a 3 year return to base (RTB) warranty. This warranty will commence from the date of purchase for 3 years or until 12 months after the official end of life date of that product, whichever is sooner.

This warranty covers manufacturing faults and component defects. It does not cover wear and tear or physical damage. It excludes all Spare Parts including but not limited to: Network Cable (CAT5), Base Stand, Handset, Handset Curly Cord, Power Supply Unit (PSU).

System Features

Voicemail

- SMS, screen and email alerts
- Voicemail by email
- Voicemail on-line
- Voicemail forwarding
- Personal and Shared Voicemail boxes

Call and contact management

- Auto Attendant (Additional Subscription)
- Call Queues (Premium Subscription only)
- Block anonymous calls
- Call Recording (Premium Subscription only)
- Company Address Book
- Events Diary
- Fax receipt and forwarding by email
- Music on Hold
- Personal Address Book

Call handling

- Call Divert to internal, external or mobile numbers
- Call Forward to internal, external or mobile numbers
- Call Groups
- Call Park
- Call Transfer to internal, external or mobile numbers
- Call Waiting
- Click-2-Talk
- Do Not Disturb
- Last Number Redial
- Line Monitoring
- Mobile twinning
- Quick dial Short Codes
- Three-way Call

System management

- Automatic reports
- Block unwanted calls
- Failover alternate numbers
- Internal Telephone Directory
- Monitor Calls History
- Password and pin number protection
- Track and bar unauthorised calls
- Update, add or remove users

Unless otherwise specified, all features shown are available to Standard subscription users. Yappl reserves the right to update the list of features as new features are added to the system.