

WaveConnect

Broadband & Security Services for Education

Support Service Description



Crown
Commercial
Service
Supplier



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1. About Wave 9

Thank you for choosing Wave 9 for your communications and security requirements.

Wave 9 is a provider of innovative IT infrastructure services to Education and the Public Sector. We offer a full range of IT Solutions including design, project delivery and technical support; all backed by a commitment to continuous service improvement.

We are dedicated to customer satisfaction, cutting through technical jargon and delivering tangible benefits for our customers.

We bring our core values to each customer relationship and take pride in delivering high-quality customer service.

Experience

We have a wealth of experience in the design, delivery and support of enterprise class network solutions.

Knowledge

We understand our chosen markets and focus on addressing specific customer challenges.

Innovation

We avoid technology for its own sake. We keep things simple and continually reflect on whether there's a better way.

Trust

Your trust is critical to our success. Our objective is to earn it and retain it.

We operate a dedicated set of tools and resources to enable us to offer the full range of school Internet and infrastructure requirements as a service. Our service provider support tools are specifically built to allow us to centrally manage multiple customer services easily and efficiently via the cloud, whilst maintaining the logical isolation and security of each customer network.

Based in Staffordshire, in the heart of the UK, we are able to deliver services throughout the country.

2. Service options

To meet the variety of requirements we offer four primary services as detailed in the table below.

Our WaveConnect Broadband Services include our **Essential Plus Onsite service**.

Service Management Feature*	Basic	Essential	Essential Plus	Essential Plus Onsite
Warranty return administration	✓	✓	✓	✓
Telephone support		✓	✓	✓
Ticket logging via customer portal or e-mail		✓	✓	✓
Service level backed response times		✓	✓	✓
Licence monitoring		✓	✓	✓
Solution asset inventory		✓	✓	✓
Hardware troubleshooting		✓	✓	✓
Firmware and feature upgrades		✓	✓	✓
Proactive device monitoring and alerting			✓	✓
Configuration services – adds, moves changes, information requests**			✓	✓
Onsite engineer with spare for break-fix hardware maintenance***				✓
Nationwide engineer coverage				✓

*All features are subject to maintenance of valid subscription to the WaveConnect service

**Subject to allowance cap

***Engineer visit would be subject to determining the issue is hardware related.

3. Service details

At Wave 9 our support services are designed to complement your own resources and operational requirements. The metrics below are for our standard broadband and telephony service, that provides good coverage for our customers whilst remaining highly cost-effective.

3.1. Hours of cover

Our helpdesk is available between the hours of 8:00AM and 5:30PM – Monday to Friday, excluding public holidays for the purpose of reporting new faults by telephone email. Our measurement of working hours or working days refers to a time period on this basis. Customers may log new or update existing calls outside these hours and will receive an automated acknowledgement. However, the ticket will be queued and worked on during working hours.

In the event that a support call that has been accepted as High priority remains open at the end of the working day, customers may request that we continue to work on the ticket outside normal working hours subject to a suitable customer representative being available on site to liaise with our engineers.

3.2. Reporting faults

Our Helpdesk contact details for reporting faults are:

Telephone	01785 472200 Option 1
E-mail	support@wave9.co.uk

3.2.1. Faults logged by telephone

If the fault cannot be resolved during the initial telephone conversation, the fault will be placed in the engineer's support queue and will be dealt with according to call priority.

3.2.2. Faults logged by e-mail

All faults logged by e-mail should include:

- The name and telephone number of the person logging the fault
- The establishment name
- Full and accurate details of the problem being reported

If the problem is not clear within the email the Support Engineer will attempt to contact the person logging the fault by telephone and /or email to clarify the fault before the fault call is accepted for the purposes measuring fix time performance.

3.2.3. Triage

For most types of fault, basic investigation and troubleshooting is required before it becomes clear where the fault lies. Our support team will request an amount of “triage” information that agents need to gather when logging a ticket. Answers to these triage questions enable the fault to be progressed quickly and service restored. This usually includes information such as clear details of the symptoms of the fault, the scope of the fault, timing, and whether it is constant or intermittent.

We may ask the customer to perform some basic checks, such as reporting the status of warning lights on a device or running some basic tests under the instruction of our helpdesk and reporting the results. Occasionally we may ask the customer to perform basic actions to try to rectify the fault, for example power-cycling a piece of equipment or trying a phone in a different network port. If the fault is with systems provided by a third-party component it will be escalated to them by Wave 9 and managed by us until resolution.

3.2.4. Ticket handling

All tickets of any type (e.g. Faults, change controls and Information Requests) are allocated a ticket priority by the Help Desk at the time of logging. This priority sets the target resolution times for the ticket as described in the table to the right.

3.3. Fault priorities and target fix times

Fault priorities will be defined with the customer based upon the nature of the services being provided. Standard fault priorities and fix times are detailed in the table below.

Priority	Fault description	Target fix (Working hours)
One	<ul style="list-style-type: none">Unavailability of the telephony or internet service across one or more customer locations due to a fault where it has been determined that the WaveConnect or WaveTalk service is the cause.	6 hours
Two	<ul style="list-style-type: none">Faults that have a major impact for users of the services but the service is still classed as available.Simple change requests e.g blacklist or whitelist of a website or simple telephone configuration services.	12 hours
Three	<ul style="list-style-type: none">An identified fault with the service but the service is still classed as available. E.g. intermittent issues that can be recreated and where it has been determined that the WaveConnect service is the causeModerate change request E.G firewall changes to accommodate new services.Complex changes – where a change is deemed complex we will provide an estimate of the time taken to deliver once the change has been fully considered within the priority 3 timescale.	48 hours
Essential Plus with Onsite option	<ul style="list-style-type: none">For all priority levels where the resolution requires a spare to be despatched to site with an Engineer. Telephone handset replacements will usually be despatched to site via carrier as they do not require onsite engineering.	24 hours

3.4. Customer escalation

Our help desk is responsible for tracking and resolving any incidents logged. If you wish to escalate an incident, initially this will be via the help desk contact number during Working Hours.

3.5. Automatic closure of tickets

In the event that we are unable to contact you regarding a ticket for a period of 5 Working Days, the ticket will be automatically closed.

3.6. Change controls

Some services may contain settings only configurable by Wave 9. We will agree with you nominated contacts that are authorised to agree on changes that carry a service, technical or commercial impact. This will usually be a member of the leadership or business management team.

Minor change requests will be completed within the target fix times. For major change requests where there is a risk of service disruption timescales will be agreed as part of the change request process.

For changes to services where there is an impact on e-safety. For example, changes to web filtering policies, we will require e-mail confirmation from a member of the school leadership team before we can implement.

3.7. Maintenance windows

There will be instances where network and systems maintenance is required. In many cases this maintenance can be carried out without any impact to services; however in certain circumstances service downtime may be required. Where service downtime is needed, or is a risk, maintenance will be classified and performed in accordance the categories listed below.

Where possible, we will endeavour not to perform maintenance activities that are likely to result in service downtime during key dates of the school term calendar.

Standard maintenance windows

Wave 9 operates a standard maintenance window between the hours of:
00:00–06:00 daily

Primary Service Contacts will be notified of any planned service in advance and as soon as is reasonably practical.

Emergency maintenance

In the event of an emergency, or when the integrity of the service is considered to be at risk, we may need to perform maintenance without giving the normal advance notice. In this event we will seek to inform you, and keep you updated as soon as is practicably possible.

3.8. Service dissatisfaction

If you have issues or concerns with the level of service being provided, you should discuss this with your nominated primary account contact, who is available to you during Working Hours.

Your primary account contact is responsible for dealing with issues where the appropriate levels of technical or Customer service have not been provided. This will involve investigation into the cause of the problem and initiate any changes needed to avoid such a problem recurring.

3.9. Service hours measurement

Several sections of this document deal with the measurement of time periods for a logged call, in terms of working hours or working days. However, we reserve the right to “stop the clock” when certain actions or inactions that are outside of our control prevent us from being able to resolve or test the resolution of a fault. Where the clock is stopped a call will be put “On Hold”. Calls may be put on hold when:

- Site access is not available to a site, which is needed to resolve a fault. The clock will restart when site access becomes available.
- The Site Contact is not available to work with us to perform troubleshooting and diagnostic tasks, or test fault resolution. The clock will restart at the time the Site Contact again becomes available.
- The change is agreed to be done out of hours to avoid any disruption (for example some telephone configuration changes may require a phone re start)
- We have attempted to contact the Site Contacts to request assistance or information without response on two or more occasions over a 2 hour period. The clock will restart when contact is re-established.

The Service is designed to be available 24 hours a day, 7 days a week including Bank Holidays.

4. Web filtering

By default, we implement our standard filtering policy when installing your WaveConnect service.

Where requested, we can apply a differentiated policy based on credential such as Active Directory groups.

Nominated staff with the appropriate login credentials are able to amend this policy to provide local flexibility. Any changes are automatically logged and time stamped to record details of the change and by whom it was actioned.

Should you wish to contact our support desk to make a change, please do so via e-mail as we will require e-mail confirmation before we can implement.

Full details of our approach to web filtering and how it meets the requirements set out by the UK Safer Internet Centre may be found in the following document:

Wave Connect: Security Safeguarding and Prevent

If you would like a copy, please get in touch.

It is important to differentiate between the role of “filtering” which is provided under this service and the role of “monitoring.” if you would like to discuss monitoring solutions, please contact us.

Further information may be found here:

[UK Safer Internet Appropriate Filtering and Monitoring](#)

5. Cyber Security Incidents

Wave 9 takes all reported cybersecurity incidents seriously. Our boundary of responsibility, where we have sole management of the service is:-

- The Wave 9 Firewall and its management.
- The Wave 9 Internet connection.

Any reported incident categorised as a security breach or cyber-attack will be treated as a Priority 1 (P1) incident until an initial evaluation is completed.

We will operate in accordance with the school's incident response plan. However, it remains the school's responsibility to manage any elements outside our boundary of responsibility, such as servers, endpoints, and local network infrastructure.

To initiate our response, the school must provide initial incident triage information, which should include:-

Site Details

- Establishment Name:
- Name & Position of Person Reporting:
- Contact Email & Phone Number:
- Customer Response team contact (if different from above)
- Response team contact Contact Email & Phone Number:

Incident Details

- Date & Time of Incident:
- Type of Incident (e.g., DDoS, Data Breach, Malware, etc.):
- Detection Details (How and When was it detected?):

Affected Systems

- If known, what systems have been impacted?

Notifications

- Who has been informed (e.g., the IT team, leadership, and external authorities)?

Initial Response

- What actions have been taken so far?

All incidents will initially be escalated to a senior member of the Wave 9 Technical or Operations Team.

The team will assess the incident and take appropriate action within their area of responsibility, in collaboration with the school's designated contacts.