

# Managed Router Service

## Introduction

Ooredoo's managed router service provides an expert, fully outsourced solution for WAN routing. This can include routers installed on a customer's main premises to those sited even at the smallest of its branch offices.

The service provides fully proactive operational support and includes technical feasibility survey. Ooredoo can supply and manage routers which it installs on a customer's premises (Ooredoo-provided router on customer's own premises), or a customer can choose to have Ooredoo manage existing routers (customer-provided router on own premises).

Where Ooredoo is asked to source the equipment, it will choose the best router and the right configuration to ensure it meets the specific requirements of the customer. Ooredoo will stage and install, configure each router and carry out performance testing, and once installed will constantly monitor and proactively maintain each router to ensure its peak performance.

With Ooredoo providing around-the-clock operational support, customers are free to focus on the core business activities that matter, rather than spending time attending to the chores of infrastructure maintenance. This is the most cost-effective way to improve the performance of any size of WAN, which increasingly is seen as being the backbone of the business.

## Service Description

Ooredoo's managed router services means the status of a customer's routers are continuously monitored and constantly managed 24 hours a day, seven days a week, 365 days a year, for always-on availability and complete peace of mind.

Whether a customer wants Ooredoo to supply, install and manage routers on the customer's premises (Ooredoo-provided router), or just have Ooredoo manage its existing router systems (customer-provided router), for both options the managed router service is comprehensively end-to-end, and includes:

- **Equipment fulfillment:** Ooredoo can reliably stage the configuration, look after installation and manage on-going maintenance (break/fix) of start-of-the-art routers.
- **Notification and reporting:** Ooredoo systems automatically notify and report all issues impacting a customer's routers within 30 minutes of an incident occurring.
- **Isolation of down-time causes:** Ooredoo experts are constantly vigilant, working to troubleshoot and identify any problems, and quickly resolving them to reduce their impact on customer operations.

The benefits of managed router services are:

- **Improved operational efficiency:** a managed router contract with Ooredoo provides all of the services necessary to offload the burden of router management, so that a customer's in-house IT resources can be freed up for more important tasks, increasing productivity.

- **Single point of contact for the whole WAN:** use of Ooredoo’s managed router services means customers have a single point of contact for the end-to-end management of their wide area network, enhancing efficiency and easing support by leveraging the skills of Ooredoo.
- **Reduced capex and fixed low operating expense:** with Ooredoo managed router services there is no longer any need to invest in stand-by and back-up routers, maintenance and software licensing. Thanks to the economies of scale achieved by Ooredoo, capital expenditure investments can be replaced with a consistent operating cost in the form of a fixed monthly charge.
- **Router Categories:** Ooredoo provides 5 different options of routers based on the bandwidth usage with 5 different price points as per the table below:

### Tariffs

MRS service Profile	Initial set-up service charge (QR)	Ooredoo-provided router on customer premises (QR/Month)	Recommended Bandwidth
MRS Ooredoo CPE - Option 1	QAR 1,000	QAR 500	up to 4Mbps
MRS Ooredoo CPE - Option 2	QAR 1,000	QAR 1,000	up to 100Mbps
MRS Ooredoo CPE - Option 3	QAR 5,000	QAR 3,000	up to 500Mbps
MRS Ooredoo CPE - Option 4	QAR 10,000	QAR 6,000	up to 1Gbps

### Routers for different Options

MRS Ooredoo CPE Option 1	Cisco 800 / Cisco-Meraki Z1 or equivalent
MRS Ooredoo CPE Option 2	Cisco 800 / Cisco-Meraki MX64 or equivalent
MRS Ooredoo CPE Option 3	Cisco-Meraki MX84 or equivalent
MRS Ooredoo CPE Option 4	Cisco ISR4000 or equivalent

## **Ooredoo's obligations and standard Terms & Conditions of the service**

1. Lease, manage and monitor router & provide 24X7 operational support
2. Provide incident Management policy as per the details in the section "Incident Management"
3. Proactive monitoring & Notification: Ooredoo systems automatically notify and report all issues impacting a customer's routers within 30 minutes of an incident occurring via e-mail / SMS.
4. Provide an online view of the health of the circuit via customer portal access. The customer is provided with a login name and a password to access the portal
5. Routers are the property of Ooredoo and would be leased to the customer during the contract term. After the termination of the service, the customer is obligated to return the equipment to Ooredoo in good working condition. In case of damage to the equipment or non-receipt of the equipment to Ooredoo after the contract termination, Ooredoo shall charge the customer for repair / purchase of the new router as per Ooredoo's assessment.
6. Pre-requisites for the service: at least one active Internet VPN service.
7. Minimum contract Term: One Year
8. Termination liability: In case customer terminates the contract before the passage of one year, the customer is liable to pay immediately all the remaining monthly recurring charges till the end of the one year minimum term in addition to refunding all discounts it has received till then, if any. In case customer terminates the contract after the passage of the one year minimum term but before the expiry of the whole term, customer shall immediately refund all discounts it has received till then.
9. Notice for termination: One month before the expiry of the contract. In the absence of any notice, the contract would be automatically renewed for another one year with the same terms.
10. QR 10,000 setup fee applies for all packages
11. Ooredoo shall collect, use and share customer personal information in accordance with Law No. 13/ 2016 of the state of Qatar concerning privacy and protection of personal data.
12. Any component of the service which is deemed to be a regulated service shall separately be governed by the relevant tariff terms and conditions.
13. Ooredoo reserves the right to amend the service terms and conditions and the service prices, subject to adequate notification.

## **Customers Obligation**

1. The services is delivered subject to the feasibility report from Ooredoo's technical team after the site survey.
2. Regulated UPS power to the router. The
3. Air conditioning and secure area for housing the router
4. All internal cablings and LAN configurations would be customer's responsibility
5. Safe keeping of the router and return it to Ooredoo at the expiry of the contract in a good working condition within 4 weeks of contract termination.
6. Any damage to the router would have to be made good by the customer. In case of damage to the equipment or non-receipt of the equipment to Ooredoo after the contract termination, Ooredoo shall charge the customer for repair / purchase of the new router as per Ooredoo's assessment.
7. Payments to Ooredoo for the services as per Ooredoo's standard payment terms

## Incident Management

SI	Procedures	Time Line
1.	Identify the incident, customer and service based on the requests received from Customer/Sales-force/Onsite engineers. The incidents can be reported through various channels including emails, phone calls etc. <b>(800800 / 800800@ooredoo.qa)</b>	5 Min
2.	Log the incident and create or update an incident ticket based on the information received.  Send SMS & Email notifications to the initiator with the ticket number.	10 Min
3.	Validate the reactive incident During validation, ESC confirms the incident is not a duplicate one. And proceed to step 5.	
4.	Validate the event/Alert received from the Customer service Management tools (NMS) and create the incident ticket(s) During validation, ESC confirms the incident is not a duplicate one.  Send SMS & Email notifications to the initiator with the ticket number and event details	15 Min

## Severity Definitions

SI	Severity	Definition
1	Severity 1	It's an incident when customer site experience a total loss of their Critical service. If NO correction is available, but a workaround is created, the Severity of the incident will be diluted to Severity 2
2	Severity 2	It's an incident that results in a partial service degradation of performance, or loss of resilience or redundancy of the site, but which does not result in a total loss of service.
3	Severity 3	Any incident that does not fall in the above two categories and also it doesn't have an immediate impact on the service.

Priority	Severity level	Response Time	Resolution Time
S1	Critical	20 Minutes	Within 4 hours
S2	Major	30 Minutes	Within 8 hours
S3	Moderate	1 Hour	Within 24 hours

## Escalation Matrix

TYPE	SEVERITY 1			SEVERITY 2			SEVERITY 3		
	First Update	Follow-up Updates	Method	First Update	Follow up Updates	Method	First Update	Follow up Updates	Method
<b>Shift Manager ESC</b>	Immediate	30 Min	Direct/ Mail	Immediate	30 Min	Direct/ Mail	Immediate	30 Min	Direct/ Mail
<b>Incident Manager ESC</b>	Immediate	30 Min	Direct/ Mail/ Phone	15 Min	30 Min	Direct/ Mail/ Phone	30 Min	1 hour	Mail
<b>Head of ESC</b>	15 Min	30 Min	Phone/ SMS/ mail	15 Min	30 Min	Phone/ SMS/ Email	30 Min	2 Hour	Mail
<b>Onsite Support (Serv. Manager)</b>	15 Min	1 Hour	Mail	30 Min	1 Hour	Email	1 Hour	4 Hour	Mail
<b>Account Admin/Manager</b>	30 Min	1 Hour	Mail	1 Hour	2 Hour	Email	1 Hour	4 Hour	Mail

DISCLAIMER: "OOREDOO DOES NOT WARRANT THAT THE SERVICE SHALL BE FREE FROM INTERRUPTION OR ERROR-FREE, PERFORM AT OR ABOVE CERTAIN LATENCY TIMES OR BE COMPLETELY SECURE, NOR DOES IT GIVE ANY WARRANTY REGARDING ANY CONNECTION TO, TRANSMISSION OVER OR RESULTS OF ANY SOFTWARE, NETWORK CONNECTION, FACILITIES OR EQUIPMENT NOT PROVIDED BY IT HEREIN. EACH PARTY IS SOLELY RESPONSIBLE FOR ASSESSING ITS OWN COMPUTING MACHINES AND INTERNAL CONNECTIONS, CONTENT AGGREGATION AND DELIVERY NEEDS, STREAMING NEEDS AND THE SUITABILITY OF SERVICES TO MEET THOSE NEEDS."