



NFON UK

Service Level Agreement (SLA)



Version 1.0 (UK)

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1 Service Definition

This Service Level Agreement is applicable to the services defined in the following documents:

- Service Description centrexx 3
- Service Description SIP Trunk
- Service Description Cloudya

2 Availability

The services described are provided by NFON with an availability of 99.9% measured on a yearly basis for relevant telephone systems and with an availability of 98% measured on a yearly basis for all web services including API interfaces.

Planned downtime or service interruptions during the agreed maintenance window are excluded from the calculated availability.

NFON is permitted to limit access to individual services or individual functions if this is required for network security, network integrity or data integrity reasons or to avoid further critical incidents.

3 Change Management

Changes may include configuration changes, functional changes or improvement of existing functions. Such changes may have an impact on the availability or the scope of the service provided.

3.1 Change Categories

3.1.1 Standard Change

A standard change has no impact on the availability or functionality of the provided services.

A standard change is not announced in advance and is only carried out during a maintenance window.

3.1.2 Change

A change may affect the availability or functionality of the provided services, e.g., changes to images, buttons, and labels. These changes are always communicated in advance and are only carried out during a maintenance window.

3.1.3 Emergency Change

A change that must be implemented immediately to ensure the availability or functionality of the provided services.

These changes are not communicated in advance; however, information is provided after implementation. Emergency changes can be carried out at any time.

Customers are not able to object to necessary changes. NFON must be able to implement these essential changes in the interest of all customers.

3.2 Maintenance Window

The following maintenance windows apply to the services provided:

Maintenance Window	
Working day	Starting Tuesday 21:00 UK time until Wednesday 01:00 UK time Starting Thursday 21:00 UK time until Friday 01:00 UK time
Weekend	Starting Saturday 21:00 UK time until Sunday 05:00 UK time

UK time refers to GMT or BST as applicable.

4 Incident and Service Request Management

4.1 Incident

Incidents are either reported by the NFON monitoring system or by customers/users.

If only a single customer is affected, an incident ticket is created in the NFON ticket system. The customer receives a unique ticket number for each incident via email. This ticket number is required for all further communication regarding the incident.

General service impairments (e.g., due to maintenance) are published on status.nfon.com.

If the customer is supported by an NFON partner, the incident ticket must be opened by the responsible NFON partner. Direct communication between NFON and the customer is not intended.

If the customer cannot provide all the information required to resolve the incident, or cannot be reached to resolve it, the SLA will be suspended (paused) until all necessary information is available or the customer can be reached again.

If the cause of the incident is not within NFON's area of responsibility, NFON reserves the right to charge the customer for any costs incurred.

4.2 Service Request

Service requests are opened by the customer/user via the central service desk. For each service request a service request ticket is opened in the NFON ticket system.

The customer will receive a unique ticket number by e-mail for each service request. This ticket number is required for all further communication regarding this service request.

If the service is provided to the customer by an NFON partner, service requests need to be opened by the NFON partner. Direct communication between NFON and the customer is not permitted.

4.3 Incident Category

Every incident will be categorised by NFON using the following two measures:

- Criticality – a measure of the service criticality of the relevant component of the NFON cloud platform
- Impact – a measure of the extent of the incident and of the potential damage caused by the incident before it is resolved

4.3.1 Service Criticality

NFON uses the following criticality levels to measure incident priorities:

- Critical
- High
- Normal
- Low
- Very low

The level of criticality depends on the service that the incident is related to, as follows:

Related Service	Criticality
Telephone System	Critical
PSTN	Critical
Device Integration	High
eFax	Normal
Device Provisioning	Low
Web Services	Normal

4.3.2 Service Impact

Impact Category	Description
No impact	No users affected
Less than 10%	Less than 10% of customer extensions are affected
Less than 50%	Less than half of customer extensions are affected
More than 50%	More than half (but not all) of customer extensions are affected
All	All customer extensions are affected (i.e. a complete loss of service)

4.3.3 Service Incident Priority Matrix

Impact / Criticality	Very low	Low	Normal	High	Critical
No impact	Very low	Low	Low	Low	Normal
Less than 10%	Low	Low	Low	Normal	High
Less than 50%	Low	Low	Normal	High	High
More than 50%	Low	Normal	High	High	Critical
All	Normal	High	High	Critical	Critical

4.3.4 Service Level

The service level for an incident is based on the impact category of the incident.

The service level for service requests is always the same.

Category	First Response		Target Resolution time	
	5x10*	24x7**	5x10*	24x7**
Incident				
Critical	–	2 hours	–	6 hours
High	–	4 hours	–	8 hours
Normal	6 hours	–	10 hours	–
Low	8 hours	–	30 hours	–
Very low	10 hours	–	50 hours	–
Service Request	10 hours	–	50 hours	–

*5x10 means at a time within the NFON Service Level Window

**24x7 means around the clock

First response means the time between when the incident was accepted by NFON and logged in the ticket system and the first qualified non-automatic response by NFON (phone or e-mail).

4.4 Service Level Window

The NFON service hours are Monday to Friday from 08:00 to 18:00 (UK time), excluding UK public holidays. The service hotline for reporting incidents and service requests is available 24/7; however, outside the service hours above, this 24/7 availability applies specifically to Critical (P1) and High (P2) priority incidents, in line with the response and resolution times set out in section 4.3.4. Other incidents and service requests are handled within the service hours above.