Telefonica

O2 Wi-Fi Service Definition
Cloud Services from O2

Issue May 2018

All information contained in this proposal is subject to contract and, unless expressly stated to the contrary, to Telefónica UK Limited's standard terms and conditions.

Contents

Service Definition – O2 Wi-Fi

An overview of the G-Cloud Service
(Functional, non-functional)

We are pleased to offer this proposal to the G-Cloud clients for the provision of O2 Wi-Fi

A Business Built on Customer Insight
Telefonica has created a wifi business, purpose-built for the demands of the Wi-Fi market today. It has been scoped and designed with the insights of the mobile data explosion in mind. It is a state-of- the-art network that caters specifically for the needs of the mobile data user today across multiple device types and platforms. We've established partners today with the best equipment and field force organisations in the market. This translates into a significantly improved user experience, on a robust, reliable network.

The Core Service
Increasingly businesses are looking to provide state of the art wifi connectivity in their locations for both visitors and staff alike. O2 Wifi offers an excellent user experience for all of its users.

O2 Wi-Fi has been designed around simple core principles:

- Open – Open to all users to build a Wi-Fi community of users
- Free – Remove barriers and encourage adoption
- Simple – One off sign-up, seamless sign-on   By honouring these principles we intend to build a community of users that each venue partner will benefit from. It creates a platform for greater insight and engagement with customers.

Conclusion
Telefonica is award winning in the management of data networks and providing the best in class levels of customer satisfaction and O2 looks to continue these levels of success by working with G- Cloud clients to provide the highest levels of customer experience and data connectivity within their venues.

Information assurance
The Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information

Not applicable

Which department granted this accreditation or pan-government accreditation.

Not currently accredited

If the G-Cloud Service is not currently accredited early state and also indicate the target Impact Level (IL) at which you believe the G-Cloud Service is able to hold and process information

Not applicable

Whether you hold a suitably scoped ISO27001 certificate for this G-Cloud Service.

Telefonica UK complies with ISO/IEC27001 and BS25999 Business Continuity Management System (BCMS) standards. We operate, implement and continuously monitor both standards to improve our Information Security Standards and Business Continuity Plan (BCP) across our Operational Support Systems (OSS). We have certificates for Both BS25999 and ISO27001. (Both and are externally verified by the BSI this year).

Our teams rehearse drills across our OSS that supports our clients systems at least bi-annually. Our approach is to develop the BCP from a full Business Impact Analysis (BIA). The aim of the BIA in this context is to identify the critical systems, data, staff and infrastructure that would be required to maintain almost seamless continuation of services to clients in the event of a major impacting incident that could not be handled by in-place Minor and escalated Major Incident Management Plans (IMPs).

The BCP takes into account the setting up and running of alternative service desk operations in an active/active mode of operation to ensure continuation of support services at alternative workplace recovery centres. The plans are audited and verified by internal and external auditing against a number of best practice standards. (Audited externally by the BSI and Q&BS)

Our plans incorporate secure remote access controls in the event of site loss so that gives additional flexibility to maintain services to desired SLAs. DR SLAs in terms of Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) can be agreed to mutually acceptable business requirements. People plans are in place and have been tested.

The BCP encompasses a number of live documents such as Incident Management Plans (IMPs), and Communications Plans. Plans are reviewed at least annually (in accordance with the schedule set down in our BS25999 programme) and more often if required by changing operating conditions. BCP awareness is a part of the staff induction process and is reiterated at a department level through regular live tests of the process.

Telefonica has multiple service operations and data centres located around the UK, with the BCP including plans for staff relocation between key offices if required.

Our BCP and IMPs specify that customers must be of any incident that impacts them and, sets out a time-table for progress updates depending on the severity of the incident.

Telefonica propose the development of a specific solution to meet x BCP requirements, and hot-swap capable equipment and services, as part of the design stages. Telefonica UK has available field and M&E engineering staff to maintain critical on-site infrastructures as well as internally within our own

data and technology centres. Depending on the agreed disaster recovery model employed within this project, Telefonica UK can provide 24/7 invocation, resilient systems which are

geographically dispersed and supported by multi-regional, fully manned and skilled support teams.

If this G-Cloud Service is not eligible for accreditation (i.e. IL0 services and most Lot 4 Specialist cloud services that do not include infrastructure, platform, or software) then indicate the Impact Level (IL) for information which you believe the G-Cloud Service may be used to process that information;

Not applicable

Details of the level of backup/restore and disaster recovery that will be provided

Telefonica's O2 Wi-Fi leverages industry-leading technology to ensure a highly available, resilient and redundant platform. Services are delivered from multiple data centres ensuring geo resilience adopting VPLS / MPLS core services. Backups are cross site however O2 Wi-Fi services are delivered active-active meaning services will still be delivered in the event of a catastrophic datacentre failure. In the event an incident renders services unavailable. Recovery of services can be delivered from any of our datacentres

On-boarding and Off-boarding processes/scope etc.

Resource Plan

O2 Wi-Fi will assemble a programme led team of specialists to design, build, deploy and support the project. The specialist roles identified include:

Programme Team

We have a team of Deployment Managers and deployment support staff who are assigned as required. This is a flexible, scalable resource pool.

Design

A Technology Designer from our established team of technical design authorities will work with you to produce high-level designs as well as working to complete the detailed design for the Solution

Build

We have a team of Technical Consultants, Technical Presales, Network Engineers and System Engineers who will be responsible for the installation and configuration of the backbone technology to underpin the implementation.

Deployment

The Deployment Manager will ensure that, along with our vendors, the implementation in each area goes smoothly. The Marketing Team will liaise with you to ensure that agreed launch activities and collateral are in place and support the switch on.

Support

Our team of Operational Support Engineers will ensure that the response to any issue is dealt with in a professional and efficient manner.

Provisioning / de-provisioning

A typical time for provision O2 Wi-Fi is 4 weeks from point of order, allowing time for a survey of the area where O2 Wi-Fi will be installed, planning and mobilisation. O2 is a flexible organisation and understand customers have different needs; therefore this period of time can be accelerated if there is a customer requirement or urgent business need. De-provisioning of the service is 4 weeks.

Off-boarding

O2 Wi-Fi has a dedicated delivery team for both on-boarding and off-boarding. As detailed above, the same process and governance applies, to ensure an effective retirement of services. Communication is required to your Service Delivery Manager / Account Manager 4 weeks prior to retirement the retirements of service. The dedicated delivery team will engage the necessary client interfaces to understand the requirements and facilitate the retirement of services.

Pricing (including unit prices, volume discounts (if any), data extraction etc.)

Please refer to the pricing template and SFIA rate card, both included separately. These include unit prices, volume discounts and day rates.

Because every Wi-Fi engagement is different, we would work closely with clients to understand their business needs, and design a solution accordingly.

Service management details

O2 Wi-Fi operates a robust fault handling processes utilising ITIL disciplines. The information below details a description of some of the key processes within our solution. These include:

- Incident Management
- Problem Management

Change Management   During the transition & migration phase, we will ensure these processes are documented, understood and signed off by nominated contact and O2 Wi-Fi.   Incident Management   O2 Wi-Fi will provide a single point of contact – customer are able to raise incidents / complains and enquiries. Our Service Desk will use the Incident Management Process below, and ensure that the incidents are captured, prioritised and resolved efficiently.   The Incident Management Process will deliver a high quality service to for the council, ensuring that calls are logged and handled appropriately.

The Service Desk will be responsible for managing the incident, and ensuring that the relevant parties are kept updated on its status. Should the Service Desk be unable to resolve the incident at the point of call, then the team will escalate it to the 2nd Line team or escalate to a third party as appropriate.

Interested parties will be pro-actively updated at agreed timescales, based on the severity of the incident.

When the incident has been resolved, the Service Desk will liaise with the customer to confirm that they are satisfied that the incident is concluded. Details relevant to the reported fault and the actions taken to resolve it will be captured and trigger the problem management process.

Escalations are triggered at defined point of the incident management process. Senior Managers are engaged should the issue be identified as a priority 1.

Problem Management

We believe that our service responsibility does not end when an incident is resolved. We use a comprehensive Problem Management process to identify underlying problems, diagnose them and put in place workaround and/or other solutions and thereby prevent possible future issues.

By analysing historical data and identifying trends, we will work to identify the root cause of incidents, and mitigate against the reoccurrence of incidents stemming from a single source. When closing a P1 incident, the support teams will check to ensure that the root cause of the

incident, including information available from trend analysis, has been identified and appropriate action taken to prevent further occurrence.

Change Management

O2 Wi-Fi understands that Change Control will need to be co-ordinated with a client's wider controls governing change to ensure the delivery of services to its users.

Where a change impacts a product or service provided, we will to provide information with respect to the change.

Approved changes will be implemented, during agreed maintenance windows, after they have been approved. All changes that are successfully implemented will be closed out by the Service Desk.

The change management process follows the standard O2 Wi-Fi process.

Changes raised by O2 Wi-Fi that are required to be implemented outside of the maintenance windows will be communicated as emergency changes e.g. an emergency security patch, and will be communicated to the relevant Service Desk. .

Where the changes impact infrastructure that impacts multiple divisions, Telefonica will seek to agree a convenient time for these changes to keep service disruption to a minimum. In extreme circumstances and when absolutely necessary to maintain the integrity of operational service, O2 Wi- Fi may impose a change, however, you will still receive notification.

Service constraints (e.g. maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features etc.)

The price covers a service only available during core business hours, 0900-1700, Monday to Friday.

Should the service be required outside of core business hours, this will need to be agreed on a case by case basis and negotiated accordingly.

Additional procedures can be designed to address special circumstances like:

- Critical Incidents.
- Requests to address emergencies outside the working hours.   In those cases, emergency procedures can be defined including hierarchical escalation.   These processes do not constitute part of the standard Application SLA and should be negotiated and documented separately.

Service Levels (e.g. performance, availability, support hours, severity definitions etc.)

This is also captured in the 'Template CSC' document, appended as supporting information.   The target availability of O2 Wi-Fi is 99.9%. This is for a typical deployment, and

can be increased dependent upon the solution implemented. The O2 Wi-Fi solution is very robust; using Cisco Access Points, in our experience we have an extremely low failure rate with the equipment that we deploy.   O2 Wi-Fi target SLAs are split into 3 areas, Connectivity, Core Network and Hardware. The tables below detail the associated SLAs for each component of the service:

Managed Service

Connectivity	Broadband Fault Fix	48hrs
	Landline Fault Fix	48hrs
Core Network	P1 – Major	6hrs
	P2 – High	12hrs
	P3–Low	5 days
Hardware	Router, AP, Cabling	24hrs – 8am to 8pm

Core Network

Managed Service	If you report between Monday to Saturday 8am - 6pm excluding public and bank holidays we'll fix it by the end of the next working day. If you report outside of these hours then well fix it by the end of the second working day.
P1	• Loss or degradation of multiple systems or services, with no immediate work around • Degradation of a single service causing a poor experiencing internally or externally • Complete loss of an O2 site / complete loss of content filtering / complete loss of interconnect from the O2 data centre • Any event requiring Business Continuity to be evoked. • Over 1000 customers without service. • Loss of key services such as DHCP, DNS, RADIUS, etc.
P2	• Hundreds of customers without service. • Degraded service for customers • Partial loss of the ability to connect where under 1000 customers are impacted
P3	• Single user issues • Minor venue portal issues. • General account maintenance

Hardware

Managed Service	Router, Cabling and AP issues will be resolved within 24hrs. You will receive confirmation within 12hr into the fault that an engineer has been assigned and is on route.

- 24/7 helpdesk availability
- Target 99.9% availability.

Financial recompense model for not meeting service levels
This is also captured in the 'Template CSC' document, appended as supporting information.

Training
O2 Wi-Fi can provide a full suite of training options. With most O2 Wi-Fi deployments, in our experience training requirements are relatively light.

Detailed below is an overview of the end user experience for O2 Wi-Fi including initial registration, log in, and customer service/help/FAQs.

Initial Registration:
Note: this is a one-time process only. Users do not have to register on subsequent occasions.

- User enters an O2 Wi-Fi hotspot, and decides to use O2 Wi-Fi.
- User clicks on the O2 Wi-Fi SSID and opens a browser.   There are then 3 parts to the process: the validation stage, the personal details stage, and the Welcome Page   The validation stage consists of 2 screens, one where the user is asked to provide a mobile phone number (which is the unique identifier for that user) and also to name their device, and press go.   We then text the user a code to the number provided, which they input into the box on the screen and press go.   Assuming the code is entered correctly, the validation stage is complete. If the user is out of mobile coverage to receive the text they can continue to connect for a limit period and enter their code at a later time when back in coverage to validate their account.   The user then moves to the personal details section, which is a single page of mandatory input boxes. The fields are:
    - Title
    - Name
    - Surname
    - Email
    - Age
    - Postcode
    - (Agree to Terms and Conditions)

Once these are filled out, the user reaches the O2 Wi-Fi Welcome Page, and is free to browse the internet.

Ordering and invoicing process

O2 has a fully defined, efficient, automated ordering and invoice process. Our standard payment terms are 30 days from invoice date.

The customer signs Telefonica UK contract, raises a purchase order, and completes a Customer Requirements Form (CRF) for O2 Wi-Fi. These are forwarded to the O2 implementation team who set up the service and billing. Dependent upon a customer's requirements, invoices can be provided in paper format or electronically via invoicing software.

Termination terms

By consumers (i.e. consumption); and

No termination fees are applicable if a contract is terminated after the 24 month minimum term. Please refer to the O2 Wi-Fi Terms and Conditions document.

By the Supplier (removal of the G-Cloud Service);

No termination fees are applicable if a contract is terminated after the 24 month minimum term. Please refer to the O2-Wi-Fi Terms and Conditions document.

Data restoration / service migration

Data restoration is addressed in backup and recovery above.

Service migrations will be facilitated out the on-boarding and off-boarding process.

Consumer responsibilities

Please refer to the O2 Wi-Fi Terms and Conditions, and Template CSC documents included separately.

Technical requirements (service dependencies and detailed technical interfaces, e.g. client side requirements, bandwidth/latency requirements etc.)

O2 Wi-Fi has two classifications for Public Wi-Fi implementations:

- Greenfield sites where we will deploy and manage the whole wireless network from scratch.
- The second is an overlay site, where O2 Wi-Fi is able to overlay its service over 3rd party infrastructure. O2 Wi-Fi has deployed over 9000 hotspots implementing both green field and overlay solutions.

Details of any trial service available

We confirm that we can provide trial services for O2 Wi-Fi based on a customer's requirement. This will be discussed and agreed with the client on a case by case basis.