UCLA
Information Technology Services

*Voice over Internet Protocol (VoIP) Services*

Service Level Agreement

Effective Date 05/11/11
TABLE OF CONTENTS

1.0 Scope 2

2.0 Services Provided 2
   2.1 VoIP Features 2
   2.2 Configuration Management/Authorized Usage 3
   2.3 Move, Add, Change Activity 3
   2.4 Equipment Maintenance/Upgrades 3
   2.5 Equipment 4
   2.6 Performance Management 4
   2.7 Problem Notification and Resolution 4
   2.8 Orientation/Training 5
   2.9 Physical Environment 5

3.0 Service Level Agreement Review and Modifications 6

4.0 Customer Satisfaction Measurement 6

5.0 Approvals 7

Appendix:

A. Reference Materials 8
B. Contact Information 8
1.0 Scope

Communications Technology Services will function as the provider of voice telephony services, which will be deployed utilizing Voice over Internet Protocol (VoIP) technology.

This agreement defines responsibilities and operational procedures for IT Services to provide VoIP technology and services to UCLA campus departments (hereafter referred to as “the customer”).

2.0 Services Provided

The following services outlined in sections 2.1 through 2.8 are to be provided by IT Services to all VoIP customers.

2.1 VoIP Features

All features referenced (see figure 1) constitute those VoIP features offered by IT Services. Information and definitions associated with each VoIP feature may be obtained by accessing the VoIP User Guide at www.cts.ucla.edu

**Figure 1: VoIP Features**

<table>
<thead>
<tr>
<th>VoIP Features</th>
<th>VoIP Features</th>
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</thead>
<tbody>
<tr>
<td>• 3-Way Calling</td>
<td>• Hunt Groups</td>
</tr>
<tr>
<td>• Auto Answer</td>
<td>• Last Number Redial</td>
</tr>
<tr>
<td>• Call Conference</td>
<td>• Message Waiting Indicator</td>
</tr>
<tr>
<td>• Call Hold</td>
<td>• Multiple Line Appearance</td>
</tr>
<tr>
<td>• Call Log</td>
<td>• Missed Call Indicator</td>
</tr>
<tr>
<td>• Call Forward (All/Busy/Unanswered/Universal)</td>
<td>• Multiple Station Message Waiting Indicator</td>
</tr>
<tr>
<td>• Call Forward Indicator</td>
<td>• Music on Hold</td>
</tr>
<tr>
<td>• Call Park/Retrieve</td>
<td>• Mute</td>
</tr>
<tr>
<td>• Call Pick-up Group</td>
<td>• One button Speed Dial</td>
</tr>
<tr>
<td>• Call Transfer</td>
<td>• Single Line Hold</td>
</tr>
<tr>
<td>• Call Waiting</td>
<td>• Personal Dialing Directory (via self provisioning)</td>
</tr>
<tr>
<td>• Caller ID (campus only)</td>
<td>• Volume Control</td>
</tr>
<tr>
<td>• Classes of Service</td>
<td>• Campus Directory</td>
</tr>
</tbody>
</table>
2.2 **Configuration Management/Authorized Usage**

Due to health and safety concerns, each VoIP instrument will be programmed with a unique primary phone number for emergency call purposes. In addition, the relocation of VoIP sets from their originally designated location may also result in interference with the location traceability when responding to emergency calls.

Due to the mobility of *VoIP Wireless*, reliable location information when responding to *911* emergency calls may not be available when the call is made from a wireless handset.

Only IT Services sanctioned devices shall be plugged into those jacks designated or coded in *Yellow*. Stability of the VoIP system may be adversely affected should any non-IT Services sanctioned devices be plugged in. Refer to UCLA Policy 350 for defined campus business telecommunications systems use.

2.3 **Move, Add and Change Activity**

A web based self–provisioning system will be made available and may be accessed at [http://voip.cts.ucla.edu/portal/](http://voip.cts.ucla.edu/portal/) for any modifications to existing lines and applications. Additionally, any additions, moves, and/or changes may be requested via the IT Services Webcenter for processing. The IT Services Webcenter may be accessed from the IT Services website: [www.cts.ucla.edu](http://www.cts.ucla.edu).

2.4 **Equipment Maintenance/Upgrades**

Scheduled outages, upgrades, and reconfigurations of VoIP related equipment will be required. IT Services will plan and perform upgrades to firmware or hardware in response to manufacturer recommendations, changes in campus standards, or as may be necessary and prudent to ensure reliability and performance.

Maintenance and outage notifications of work to be performed will be provided to VoIP department contacts via email. Designated VoIP department contacts are responsible for notifying any and all affected individuals within their department, including internal IT staff. To add or update department contact information, customers should send an email to [voipsupport@cts.ucla.edu](mailto:voipsupport@cts.ucla.edu). It is the responsibility of the customer department to ensure that VoIP contact information is up to date and correct.
Normal Campus Backbone Network (CBN) maintenance will occur. While such maintenance should not affect VoIP services due to engineered redundancies, IT Services will provide a minimum of one-week advance notice of any scheduled activities to each departmental Network Coordinator (NC). A summary of CBN maintenance and/or outage information may be found at [www.cts.ucla.edu](http://www.cts.ucla.edu).

Service affecting upgrades and maintenance can be performed Monday through Friday 6:00 pm through 6:00am; Saturday and Sunday anytime between 6:00am and 6:00pm

2.5 Equipment

Customers may purchase wired VoIP sets from IT Services at any given time. Such requests may be submitted by completing a IT Services Webcenter Request, which may be accessed at [www.cts.ucla.edu](http://www.cts.ucla.edu).

IT Services will provide a warranty on VoIP sets, if purchased from IT Services, for one year from the date of installation. In the event of hardware failure to a VoIP set that is no longer within warranty or not purchased from IT Services, charges for the replacement set will be billed to the customer. See Section 2.7 for procedures on problem notification and resolution.

2.6 Performance Management

IT Services will maintain 99.5% of system up time for delivery of service.

2.7 Problem Notification and Resolution

IT Services Call Center is the frontline point of contact for problem notification and resolution. Customers may contact the Call Center by dialing x114 from an on campus location or at (310) 206-0008 when dialing from an off campus location.

IT Services Call Center is available 24 hours a day, 7 days a week for problem notification.

Trouble calls during *Regular Business Hours* (Monday through Friday 7:00 am – 5:30 pm) and during *Off-Hours* (Monday through Friday After 5:30pm before 7:00am; Weekends and Holidays) will be responded to within one (1) hour or less of when trouble is reported. Trouble calls during *Off-Hours* will be responded to by on-call staff when reported via IT Services voicemail system/pager notification.
IT Services defines *response* as acknowledgement of trouble reported.

Due to off campus building locations, access to customer sites are unavailable after business hours. CTS will be required to troubleshoot and resolve any VoIP trouble calls during the following business day when building accessibility is available.

Isolated VoIP trouble calls and/or issues which must be responded to and resolved after regular business hours will be arranged between IT Services and the customer on a case by case basis.

Updates will be provided to customers on an hourly basis until problem has been resolved. Customers shall be notified of problem resolution or estimated time of problem resolution.

A formal close out process will be initiated by IT Services via e-mail and/or phone identifying and describing the problem reported, subsequent resolution performed, and any other pertinent information.

### 2.8 Orientation/Training

IT Services will provide user training upon request in the following methods:

2.8.1 **End-user Training:**
   Online User Guide - a user guide will be available online and in printed form that will provide instructions on how to operate the VoIP telephone instrument. This user guide may be referenced at [www.cts.ucla.edu](http://www.cts.ucla.edu).

2.8.2 **Classroom Training:**
   Instructor-led training classes will be offered to provide hands-on instruction on how to use general VoIP telephone services and features. A training schedule will be established in advance to support the telephone installation plan. Class enrollment will be coordinated with IT Services Product Training by calling extension 54545 or sending email to [training@cts.ucla.edu](mailto:training@cts.ucla.edu).

2.8.3 **Day of Deployment Service Support:**
   An IT Services Representative can be scheduled onsite for 60-minutes on the first day of new service to support customers with using the VoIP telephone from their workstation. Scheduling will be planned in correlation with the project installation and the workgroup's business hours, between the hours of 8:00 a.m. and 5:00p.m.

   Customers may contact the IT Services Call Center by dialing x114 from an
on campus location or at (310) 206-0008 when dialing from an off campus location with any support issues or questions related to IT Services products and services.

2.9 Physical Environment

Customers residing in UCLA managed buildings need to provide a proper physical location and environment to house IT Services-supplied VoIP equipment (switches and supporting Uninterruptible Power Supply (UPS). The room that houses the equipment needs to:

1. Be properly secured at all times
2. Have a suitable equipment rack with enough space to house the IT Services-supplied equipment
3. Supply the appropriate type of power to operate the IT Services-supplied equipment. Typically, a dedicated 120 vac circuit with two outlets is sufficient.
4. Maintain a proper climate for the equipment to operate in. Temperature and humidity should be controlled, with temperatures averaging in the 70s (Fahrenheit). Ideally, temperatures should average in the 70 to 75 degrees range.

3.0 Service Level Agreement Modifications

Modifications made to this SLA may be made at any given time. The most current version of the SLA will be made available on the IT Services website at www.cts.ucla.edu.

4.0 Customer Satisfaction Measurement

Customer satisfaction surveys will be administered in order to evaluate services performed by IT Services upon completion of work and/or project. Customers are encouraged to provide their feedback during any point in time. Customers may do so by contacting IT Services Quality Management and Organizational Performance unit at quality@cts.ucla.edu.
5.0 Approvals

___________________________  _______________________
Janice Bundy                      Customer Name
Director, Infrastructure & Project Services  Title
Communications Technology Services  Department

___________________________  _______________________
Date                                      Date
Appendix A. Reference Materials

I. General information regarding IT Services procedures can be accessed at [http://www.cts.ucla.edu](http://www.cts.ucla.edu).

II. UCLA Policy 350: Telecommunication Systems Services may be accessed at: [http://www.adminvc.ucla.edu/appm/public/app_0350_0.html](http://www.adminvc.ucla.edu/appm/public/app_0350_0.html)

Appendix B. Contact Information

Customer contact information for designated VoIP contacts should be provided in the table below. Departments should designate a primary and alternate contact who will receive all notifications regarding maintenance and upgrade activity from IT Services for VoIP service. Designated VoIP department contacts are responsible for notifying any and all affected individuals within their department, including internal IT staff. It is important that contact information changes be communicated by departments to IT Services on a timely basis to ensure proper dissemination of information to the customer.

<table>
<thead>
<tr>
<th>VoIP Contacts</th>
<th>Primary</th>
<th>Alternate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Name:</td>
<td>Name:</td>
</tr>
<tr>
<td></td>
<td>Extension:</td>
<td>Extension:</td>
</tr>
<tr>
<td></td>
<td>Email Address:</td>
<td>Email Address:</td>
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</tbody>
</table>