

Datasheet C

In-life Services

This fact sheet provides information on in-life service management from Globalinternet. It is part of a series of 9 documents that give a full overview of products and services available.

Options	In-tariff	Chargeable extra
GINius portal	Yes	
GINDesk Basic	Yes – reactive response	
GINDesk Plus	Yes – Enterprise pack	Proactive response+
GINDesk Priority	No	Proactive resolution+
Service performance SLA & credits	No	Option
Supplier performance management	Yes – Enterprise pack	Option
Complex technical consultancy	No	Option
Billing - currency choice per service	Yes	
Billing - central-central	Yes	
Billing - central-local	No	Option
Billing - local-local	No	Limited options
Billing - invoice consolidation	Yes	
30days standard payment term	Yes	
Extended payment terms	No	Option
Moves, Adds, Changes, Deletes	Yes	
Proactive renewals	Yes	
Proactive optimisation	No	Option
End of Life management	No	Option
Online performance reports (enhanced)	No	Option
Performance reports (bespoke)	No	Option
Support as a service	No	Option

GINius Portal

Globalinternet offers GINius - a self-service portal that provides customers with direct insights and rapid response times on standard services. GINius is being continuously enhanced to automate and streamline processes to make doing business with Globalinternet

ever more efficient and responsive.

Functionality currently offered within GINius is detailed below:

Service Finder: Check out a new location and find out what Globalinternet can offer at any location worldwide.

Budgetary quoting: Automated budgetary quoting in near real time.

Firm quote requests: Send GINius generated budgetary quotes directly to be converted into firm quotes by the Globalinternet team.

Order Online: Order services through GINius - no need for conference calls or emails to account managers slowing things down.

Order Details: Real-time information on Order status, drill down into the latest order updates

Visibility on installed services: View live connections and their technical status. Drill down into specific details such as IP configurations and average uptime.

Invoice management: View and download invoices

directly from GINius.

Incident management & assurance

Globalinternet offers **GINDesk** - a suite of services offering enhanced technical support in addition to the local Internet Access Services.

GINDesk Basic is provided as standard on all internet access services purchased through Globalinternet. Three levels of support are available as described in below table with **GINDesk Plus** and **GINDesk Priority** available for an additional monthly fee on top of the basic internet access service provided.

GINDesk	Basic	Plus	Priority
Proactive notification - We'll tell you when the link is down	-	Included	Included
Proactive resolution - We'll start fixing the link as soon as we see it's down	-	-	Included
Custom Alarms - Need to monitor something else? No problem we can do that for you!	-	1 Custom Alarm	5 Custom Alarms
Reduction in escalation time - Reduce escalation wait time within Globalinternet by 50%	-	-	Included
GIN Response time - A real-person at Globalinternet will get back to you	30 mins.	15 mins.	15 mins.
Update Frequency on live incidents* *service outage only	2 hrs.	1 hr.	1 hr.

The availability of GINDesk Plus & Priority also depends upon attributes of the underlying internet access service ordered – as table below:

Requirement	GINDesk Basic	GINDesk Plus	GINDesk Priority
Available on fixed line internet access	Yes	Yes	Yes
Available on Wireless or Satellite internet access	Yes	Yes	No
Available on Bronze & Silver service levels	Yes	No	No
Available on Gold & Platinum service levels	Yes	Yes	Yes
Available on xDSL services	Yes	No	No
Minimum subnet assigned to NTE	Any	/30	/30

GINDesk is fulfilled by the technical support team at Globalinternet, not local suppliers. Higher GINDesk levels are applied in addition to the Service Level of the Internet Access service, as defined in the Globalinternet Service Level Agreement document (product factsheet 2).

Note: Customer must also provide an escalation contact person within their technical support teams to use our Priority GINDesk level.

Network Monitoring

Web based remote access to the Globalinternet NMS (Network Monitoring System) is available on request for approved customer technical contacts. Information available within the NMS is subject to availability of SNMP

readout from the onsite equipment and is accessed at: <https://network.globalinter.net/>

A complete help file and guide is available once logged into the tool. It is the customer responsibility to:

- Ensure only authorized parties are granted access via your account, keep login credentials safe and up to date
- Not knowingly cause damage or overload the NMS

Billing

Globalinternet offers high flexibility in billing arrangements – all within standard price - as table below:

Billing option	Description
Currency choice	Choice per service ordered – in either local, regional or global currency (note that except local, monthly billed amount will vary with currency movement)
Central-Central	Globalinternet will issue a single global invoice for all services to customer nominated point
Central-Local	Globalinternet will issue invoices from its central function towards nominated customer local entities (chargeable option).

Moves, Adds, Changes & Deletions

Move and change orders to Services require the same information as new orders (see Fact Sheet B), but also including the information of the existing Service. Globalinternet processes move and change orders as two orders, an order for the new Service and a cease order for the existing Service.

Service stop or cancellation orders must be notified by a recognised accountable person in the customer's organisation & notified in a written format. The standard initial term of each Service is 12 months, unless agreed otherwise in the Service Order Form.

At the end of the contracted term, services will automatically renew on a month to month basis unless the customer provides written termination notice to Globalinternet 2 or more months before the end of the initial or renewal term.

Note: in some countries different initial and renewal periods apply.

BYOA – Support as a Service

Globalinternet is able to take over the management of internet access services customers have sourced themselves direct from local ISPs. This is on a bespoke basis assessed case by case.

Let's Talk!

At Globalinternet, we want to help you to take full control over your internet without having to deal with the complexity of sourcing multiple Internet Service Providers.

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