



OREGA

OREGA CONNECTIVITY SERVICES.

Service Description and SLA (2025)



OREGA (MANAGEMENT) LIMITED

Connectivity Services – Summary

At Orega, we provide high-quality internet and Wi-Fi to support your business operations.

- **Wired Internet:** You'll have a fast, reliable connection delivered directly to your office. We offer both shared and dedicated options to suit different needs.
- **Wi-Fi:** Secure Wi-Fi is available throughout the building. When your team logs in, they'll automatically connect to your company's private network – not a shared public one.
- **Guest Wi-Fi:** Visitors can use a separate guest network with internet-only access to keep your systems secure.
- **Security:** A standard firewall is in place to block unwanted access from the outside. If your business needs more advanced controls, you're welcome to use your own firewall setup.
- **Support & Reliability:** We monitor the network 24/7 and aim for 99.9% uptime. If issues arise, our team is on hand to help quickly – and you'll receive service credits if we fall short.

01. Service Overview

Orega provides professional-grade Connectivity Services to support clients' internet access needs. This includes both wired Ethernet internet services and wireless (Wi-Fi) connectivity throughout designated coverage areas. The service is designed to support business-critical functions such as cloud applications, video conferencing, VoIP, and secure data access.

02. Internet Service

Orega delivers high-performance internet access via Ethernet to managed switch ports in each office suite. Clients can select between shared or dedicated bandwidth options as defined in their agreement.

Key features include:

- **Dedicated Bandwidth:** Fixed speed (e.g. 20 Mbps, 50 Mbps, 100 Mbps) not shared with other clients.
- **Shared Bandwidth:** Access to a pooled bandwidth shared across multiple clients.
- **Static or Public IPs:** Provided as required.
- **Scalable Capacity:** Bandwidth upgrades available on request.
- **Secure VLAN isolation and 24/7 monitored connectivity.**

03. Wi-Fi Service

Wi-Fi is provided across designated areas using centrally managed access points. Users connect with credentials provided during onboarding.

- Coverage is planned in accordance with industry-standard practices.
- Performance may vary due to interference, building layout, or device configuration.
- Wi-Fi is delivered on a best-efforts basis with no guaranteed speed or uptime.
- Critical services should use Ethernet connectivity where possible.
- User credentials connect each device to the client's dedicated VLAN, enabling access to the client's internal network across all configured services, including Ethernet ports and authorised resources (e.g. shared drives, printers, or servers).
- A separate Guest Wi-Fi service is available for visitors, offering secure, time-limited internet access without visibility or access to any client VLAN or internal systems.

04. Firewall Policy

Default Configuration – “Anything Out, Nothing In”

- Outbound traffic from LAN devices is permitted by default.
- Inbound traffic is only allowed if it is part of an established outbound session.
- Unsolicited inbound connections are blocked.
- This configuration is known as **“anything out, nothing in.”**

Advanced Configuration – Client-Managed Firewall

Clients requiring more complex rules may install their own firewall:

- Orega will provide a public IP address.
- **WAN port** of client firewall connects to internet via Orega switch.
- **LAN port** connects to Orega switch on the client's VLAN.
- Allows connectivity over Ethernet and Orega-managed Wi-Fi.

Clients are fully responsible for their firewall's setup, operation, and security.

05. Inclusions and Scope

- Wired and wireless network access
- VLAN-based network segmentation
- Static / public IP assignment where applicable
- Access to monitored and managed infrastructure
- Credentials and onboarding support
- Support during business hours

06. Service Boundaries

Clients are responsible for:

- All customer-owned network devices (e.g. firewalls, routers, switches, laptops, phones)
- Local office cabling beyond the Orega-provided port
- Application and data security, including safe handling of customer, staff, or third-party information
- Cybersecurity protections such as antivirus, endpoint protection, and secure system configuration
- Ensuring compliance with GDPR or other data protection requirements applicable to their systems and operations

07. Client Responsibilities

- Ensure device compatibility and correct configuration
- Avoid installing unauthorised Wi-Fi or networking hardware
- Avoid usage of prohibited services (e.g. Bit Torrent etc)
- Promptly report service issues
- Comply with Orega's Acceptable Use Policy
- Do not "loop" floor ports together

08. Service Level Agreement (SLA)

8.1 Uptime Commitment

Orega targets **99.9% uptime** for Ethernet-based services.

Clients receive **10% of the monthly fee** as credit for each full **0.1% below this target**, up to **100%**.

8.2 Monitoring and Reporting

- All Ethernet circuits are monitored 24/7.
- Alerts are generated for loss of connectivity or degradation.
- Clients may request performance logs for service-affecting incidents.

8.3 Fault Reporting and Escalation

Faults can be reported via the Centre Team and issues escalated as follows:

Level	Role	Escalation Reason	Contact
1	Centre Team	Day-to-day support and issue logging	Local centre contact (see Welcome Pack)
2	IT Manager	Technical issue unresolved at Level 1	it.support@orega.com
3	Chief Operating Officer	Major or unresolved outage affecting operations	Escalation contact available on request

8.4 Incident Prioritisation and Resolution

Severity	Description	Initial Response	Resolution Target
1 – Critical	Site-wide outage	30 mins	4 hours (24/7)
2 – High	Major disruption to multiple users	1 hour	6 hours
3 – Med	Individual fault or degraded service	4 hours	16 hours
4 – Low	Minor fault or intermittent issue	8 hours	24 hours
5 – Info	Cosmetic/enhancement query	48 hours	N/A

8.5 Planned Maintenance

- Orega will provide a minimum of **5 business days' notice**.
- Where possible, works are scheduled outside business hours.

8.6 Adds, Moves, and Changes (AMCs)

- AMCs are completed within **3 working days**, subject to complexity.
- **7 days' notice** is recommended for scheduled or on-site changes.

8.7 SLA Exclusions

SLA credits do **not apply** if disruption is caused by:

- Planned maintenance (with notice)
- Client devices or internal cabling
- Power failures within the client space
- Third-party carrier faults outside Orega's SLA
- Force Majeure (e.g. fire, flood, natural disaster, strike)