

Your Ogi Service Description

Ogi Pro Firewall
Managed Services

ogipro

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As you know, here in Wales, when someone shouts 'Ogi!', it's impossible not to smile – or respond. That's why we chose Ogi as our name: it's about connecting people to one another, which is exactly what we do, digitally.

We're your Welsh full fibre internet provider and we're here to provide you with the ultrafast, reliable connectivity you need every day.

We also go beyond broadband, helping businesses like yours to protect their connection, and to be more productive – with watertight security options, enhanced wifi capability, voice services, cloud solutions and more.

Thank you for choosing an Ogi Pro Firewall Service from us. Please speak to our specialist business support team today on **029 2002 0535** or business@ogi.wales if there's anything more we can do to help.

For now, we hope that our firewall solutions help to make your business secure and stronger for the future.

Thank you again for choosing Ogi.



Service Description

This Service Description explains everything you need to know about your Ogi Pro Firewall package.

This is just about your Firewall service, so if you've also signed-up for Ogi broadband, or other Ogi business services, all the Service Descriptions can be found [here](#).

Please read this document carefully, alongside Ogi's [Terms and Conditions for Business Services](#).

Your Ogi Service

Summary

Ogi Pro Firewall is based on the FortiNet FortiGate range of firewall products and is provided as a managed service to secure broadband or leased line connections for businesses ranging from small and home office users to corporate HQ premises.

They are available as single units or, in certain model ranges, as a pair of identical units to provide redundancy.

Ogi Pro Firewall is a service and all hardware and licensing remains the property of Ogi. Ogi will have administrative control of the device throughout the contract, and you can be granted read-only access to the firewall on request.

Three Managed Service Levels are available for all customers. Please refer to your Service Level Agreement for more about your Service Level and contact our Business Development team on **029 2002 0535** or business@ogi.wales if you'd like to change or upgrade your package from us:

Service	Level 1	Level 2	Level 3	Notes
Configuration	Y	Y	Y	Initial configuration and baseline.
Configuration Back-up	Y	Y	Y	Stored in the cloud.
Support Desk	Unlimited	Unlimited	Unlimited	
Business Day Response	Y	Y	Y	Monday to Friday, 8am-6pm.
Out of Hours Response	Optional	Optional	Optional	This is an optional chargeable 24/7 response service. Email business@ogi.wales .
Advanced Swap	Next Business Day	Next Business Day	Next Business Day	The Pre 12 option is chargeable for Level 1 and 2 customers.
Firmware Updates	Annual	6 monthly	3 monthly	
Changes - Security	Y	Y	Y	
Changes - Other	Chargeable	Included	Included	
Uptime Monitoring	1 min	10 sec	1 sec	ICMP Monitoring Intervals.
Performance Monitoring	N/A	6 measures	11 measures	
UTP Monitoring	Y	Y	Y	Where UTP is taken as an option.
Reporting	N/A	Monthly	Monthly	PDF Report via email.
Service Review & Audit	Option	Option	Included	May be chargeable depending on your level of service, email business@ogi.wales .

Terms and Conditions

The full Ogi General Terms and Conditions for Business Customers can be found on our website, [ogi.wales](https://www.ogi.wales).

Service Availability

Single Firewall

This service is available as a standalone product for new and existing business customers, including those that are not currently receiving their connectivity from Ogi. The service requires the customer to have at least one single static public IPv4 address that can be allocated to the device.

Redundant Pair

All Ogi Pro Firewall services can be upgraded to a High-Availability (HA) solution by adding a second, identical device, in an active-passive configuration. Each firewall in the HA pair will need its own static public IPv4 address. To get the most out of this resilient solution there are additional considerations for your network, such as having multiple Internet connections, resilient LAN infrastructure and redundant power supplies. Our team will work with you to review how our HA solution can best integrate into an overall design for network resilience. If you need further advice on either resilient connectivity or LAN-Side network design, please speak to our Business Development Team on **029 2002 0535** or at business@ogi.wales.

Setting up your service

We offer 3 setup options: Standard and Advanced are fixed price options, and we will provide you with a price for a Custom set-up once we've discussed your needs with you in more detail.

Redundant Power Supply

Some services include a redundant power supply unit, that will need an extra unit of rack space. One redundant power supply unit is capable of providing power to up to two devices.

Universal Threat Protection Optional Service Features

The Universal Threat Protection Bundle is available as an upgrade option on all firewall models. This adds Anti Virus filtering, AntiSpam, an Intrusion Prevention system and web content filtering, as well as the ability have application-aware security policies. If you select this option our team will work with you to configure these features to suit your specific requirements.

Please speak to the Business Development team on **029 2002 0535** or at business@ogi.wales.

Security

All business customers benefit from Ogi's commitment to make sure that we are following best practice for security throughout the lifecycle of service provision. For our Ogi Pro Firewall Service this includes:

- Ensuring devices are deployed using latest known good firmware
- Proactive monitoring of evolving security exploits as notified by suppliers
- Proactive mitigation of emerging critical security threats, based on guidance from our suppliers. This includes firmware upgrades in response to critical vulnerabilities outside of the normal cycle of firmware review.

Please note that Ogi Pro firewall service will help you mitigate the risks from certain cyber-threats but, as with any such service, we cannot guarantee 100% protection. Our subject matter experts are available to discuss with you how our service fits in as part of a layered approach to security.

Complaints

Our aim is to always provide a positive experience. However, things go wrong from time to time, and if you feel that our service has fallen short of your expectations, then please let us know, so that we can improve things for the future.

Contact **029 2002 0550** to share your complaint with us, or email [**complaints@ogi.wales**](mailto:complaints@ogi.wales).

Please refer to your Service Level Agreement. Visit [**ogi.wales**](http://ogi.wales) for more information.

Service Level Agreement

Further information can also be found in the Service Level Agreement for this service.

Contract Period

Ogi Pro Firewall is available on a 12, 24 or 36 month contract basis.

Cancellations and Terminations are governed by our General Terms and Conditions for Business Services.

Billing

Where possible, other packages supplied by Ogi will all be included in the same Ogi Bill.

Your Bill will be sent to your e-mail address (unless you've asked for a paper Bill at an additional cost) and will include all the charges incurred during the billing period, including your broadband costs.

Our Bills will typically cover a period of one month, unless this is your first Bill, which will start from your activation date to the end of the following billing period.

You can pay via direct debit – collected on or around the date notified on your Bill – or bank transfer, in-line with your agreed payment terms.

If you're concerned about your Bill, contact Ogi's Business Service Desk at [**business.care@ogi.wales**](mailto:business.care@ogi.wales) or **029 2002 2333**.

For help to understand your Bill please go to [**ogi.wales**](http://ogi.wales).

Ogi Business Care

All Ogi business customers can contact Ogi by phone on **029 2002 2333** or email to [**business.care@ogi.wales**](mailto:business.care@ogi.wales). Our normal business hours are Monday-Friday, 8am-6pm.

This is our standard customer care service for all business customers.

Business customers can also choose to sign-up for out-of-hours support from our team, speak to our Business Development team at [**business@ogi.wales**](mailto:business@ogi.wales) or **029 2002 0535** to find out more.

We aim to provide a trouble-free service, but from time-to-time faults develop.

If you report a fault, you'll receive an initial response from us within the period agreed in your Service Level Agreement and we'll deal with the fault as specified. Find out more about your Service Level Agreements on our website.

Please read your Service Level Agreement to find out more.

Upgrades

Ogi offers a range of services that may be of interest to your business. Alongside a range of broadband and leased line connectivity options, you can add managed wifi access points, a Voice over internet protocol telephony service, and a range of Microsoft Collaboration and Productivity tools. Please get in touch with our Business Development team on **029 2002 0535** or **business@ogi.wales** for more information.

Cancellations and Termination

Cancellations and Terminations are governed by our General Terms and Conditions for Business Services.

Faults

Faults can be raised with our Business Care team by phone or email.

This product is subject to target service levels both for delivery and service availability. Please refer to the relevant Service Level Agreement for more details.

Thank you for joining Ogi.

For updated information about Ogi please visit the website www.ogi.wales

Get in touch

Got a question?

Let's get you to the right team.

Customer Care

Here for your every need.

Tel: 029 2002 2333

Email: business.care@ogi.wales

To report matters of abuse:

abuse@ogi.wales

Something not up to scratch?

www.ogi.wales/complaints

Llinell Gymraeg

Adborth, cais neu problem?

Rho wybod i ni trwy gyfrwng y Gymraeg:

Llun i Gwener, 8am–6pm

Ffôn: 029 2002 3200

Ebost: cymraeg@ogi.cymru

Your Service Description is available in braille, large print or audio formats. Just let us know how you'd like it.