

# Your Ogi Service Description

Ogi Pro Wifi  
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 full fibre 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 Wifi Service from us. Please speak to our specialist business support team today on **029 2002 0535** or **[business@ogi.wales](mailto:business@ogi.wales)** if there's anything more we can do to help.

For now, we hope that our Wifi literally brings benefit to all parts of your business.

Thank you again for choosing Ogi.



## Service Description

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

This is just about your Wifi 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 Wifi is Ogi's range of Wifi solutions for small, medium and large business premises. Through Ogi Pro Wifi we offer:

- A range of access points to suit capacity requirements
- Indoor and outdoor solutions
- Walled Garden for allowing public access
- Remote monitoring
- Advanced swap out
- Remote support including fault diagnosis and resolution
- Change management
- Security and patch management.

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](mailto:business@ogi.wales) if you'd like to change or upgrade your package from us:

Service	Level 1	Level 2	Level 3	Notes
Site Visit / Survey	Included	Included	Included	
System Design	Included	Included	Included	
Installation Services	Per Quote	Per Quote	Per Quote	
AP Configuration	Per AP	Per AP	Per AP	Charge per AP to configure.
Active Config Back-up	Included	Included	Included	
Support Desk	Unlimited	Unlimited	Unlimited	
Business Day Response	Y	Y	Y	Monday to Friday, 8am-6pm.
Out of Hours Response	Option	Option	Option	This is an optional chargeable 24/7 response service. Email <a href="mailto:business@ogi.wales">business@ogi.wales</a> .
Advanced Swap	Next Business Day	Next Business Day	Next Business Day	If reported before 2pm on the preceding business day.
Firmware Updates	Included	Included	Included	Automatically updated by Ogi.
Changes	Basic only	Advanced	Advanced	These will be delivered at our standard hourly rates, or if in place, as part of a time and materials support contract.
Reporting	Y	Y	Y	
Advanced Monitoring	N/A	N/A	Included	



## Service Availability

All Ogi business connectivity customers can benefit from Ogi Pro Wifi services, and we can also offer managed service support to those that do not choose to take a connectivity service from us too.

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### Setting up your service

#### Onsite Survey

We'll provide an onsite survey to work out the best network configuration for your business.

After the onsite survey, we'll provide you with a design showing the position and capacity of the Wifi access points you need to provide you with the best coverage, as well as the structured cabling requirements. It will also include a quote for the install and set-up, as well as the monthly rental fees.

As this is a managed service the hardware remains the property of Ogi.

#### Installation

Installation will require structured data cabling between the planned Wifi point locations and an appropriate LAN switch. We'll also need to power the Access Points via either Power over Ethernet (POE) switches or POE injectors. We'll discuss with you the most suitable options for your network, and detail all these requirements in the design.

Once the structured cabling work is complete the pre-configured Wifi access points can be installed, commissioned, and tested. This will be agreed with you and may be linked to the installation of your Ogi broadband service.

#### 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 Wifi Service solution 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.
- Helping you adopt best practice in securing your WLANs using the latest secure protocols and the built-in security reporting and controls.

Please note that our team will help you mitigate the risks to your Wifi environment, but as with any such service, we cannot guarantee 100% protection. Our team are available to discuss with you how our service fits in as part of a layered approach to your network security.

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### 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).

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### Service Level Agreement

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

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### Contract Period

Ogi Pro Wifi 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 1 month, unless this is your first Bill, which will start from your activation date to the end of the following month.

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).

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## Ogi Business Care

All Ogi business customers can contact our Business Service Desk at [business.care@ogi.wales](mailto:business.care@ogi.wales) or **029 2002 2333**. 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.

It's also worth knowing that our Network Operations team monitors the network for issues 24/7, dealing with known problems straight away, so even if the Business Service Desk isn't open and you don't have out-of-hours support in-place, our Ogi Engineers will still be busy repairing any issues we spot.

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## 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.

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## Cancellations and Terminations

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

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## Faults

Faults can be raised with our Business Care team by phone on **029 2002 2333** or [business.care@ogi.wales](mailto:business.care@ogi.wales).

Please refer to the relevant Service Level Agreement for more details.

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## Upgrades

We can upgrade aspects of your Wifi service: you can also add access points to your service at any time for example. Ogi also offers a range of broadband and leased line connectivity options, as well as managed firewall and Voice solutions. Please get in touch with our Business Development team on **029 2002 0535** or [business@ogi.wales](mailto:business@ogi.wales) for more information.

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Thank you for joining Ogi.

For updated information about Ogi please visit the website [www.ogi.wales](http://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](mailto:business.care@ogi.wales)

To report matters of abuse:

[abuse@ogi.wales](mailto:abuse@ogi.wales)

### Something not up to scratch?

[www.ogi.wales/complaints](http://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](mailto:cymraeg@ogi.cymru)

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

Version	Date	Author	Summary
1.0	15/01/24	MS	First Publication