



Talk Telecom Customer Service Level Agreement



Created by Jess House

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Introduction

The purpose of this Customer Service Level Agreement (Subsequently to be known as “CSLA”) is to set out the agreed working practices between Talk Telecom and its customers.

Contact Directory

Unit 1, Lancaster Court
Coronation Road
Cressex Business Park
High Wycombe
Buckinghamshire
HP12 3TD

Website: <http://www.talk-telecom.co.uk>

Telephone: 0333 240 6660

Email: Support@talk-telecom.co.uk

Support Process

Customers can choose to raise support requests via various mediums.

Phone

For all support calls, customers should call 0333 240 6660 where one of the Technical Support Team will log the call, check the caller’s authorisation status and provide the caller with a unique ticket for tracking and monitoring purposes. The Technical Support Engineer will endeavour to resolve the fault whilst on the call, but if the engineer is unable to, they will provide the customer with the first update within 2 hours of the support call and subsequent updates every 4 hours of the working day until the problem has been resolved. Please note that calls to staff DDI’s or mobile numbers are not covered in the CSLA.

Email

Faults can be raised via email by emailing support@talk-telecom.co.uk When emailing us, please ensure that you include the following:

- 🌐 Your Name
- 🌐 Company Name
- 🌐 Password or authorised contact name
- 🌐 The site address where the fault is located
- 🌐 The affected service
 - Internet
 - Router
 - PSU
 - UPS
 - Telephone number
 - Call routing
 - Power
 - Fault phone, make & model
 - Fault location if known
 - Nature of the fault
- 🌐 Mobile contact number
- 🌐 Access times (open & closed times)
- 🌐 Are interim call divers required? If so, how many and to what numbers?

This information will allow our support team to diagnose and resolve the problem quickly and efficiently.

Your request will be logged in our ticketing system and a follow up email or call will be generated within a maximum of 30 minutes of your email.

Support Hours

Our standard office hours are:

Monday	8.30am to 5.30pm
Tuesday	8.30am to 5.30pm
Wednesday:	8.30am to 5.30pm
Thursday:	8.30am to 5.30pm
Friday:	8.30am to 5.00pm

If a customer requires support outside of our standard hours, the customer should call Talk Telecom's main number on 0333 240 6660 as they would normally. The customer's call will then be automatically forwarded to our out of hour's Customer Service Support Engineer who will call the customer back within two hours.

Customer Support Outside of Standard Working Hours

Evenings: 5.30pm to 9.00pm

Saturday: 9.00am to 5.00pm

Sunday: 10.00am to 4.00pm

24-hour support can be provided if required, but this is not part of Talk Telecom's standard CSLA, so if 24-hour support is required, please call your Talk Telecom representative for pricing.

Talk Telecom Mobile Phone Customers

If you are a mobile phone customer of Talk Telecom's and your mobile phone has either been lost or stolen, please call the main number 0333 240 6660 regardless of the time of day to report this. The customer is responsible for any call or data charges incurred until Talk Telecom confirm the phone has been barred.

Escalation Path

We have made serious commitments to fulfil customer satisfaction and we want to deliver on them.

If the customer feels that their issue isn't being resolved to their level of satisfaction or they require an issue to be given higher urgency than currently offered, the issue can be escalated within Talk Telecom.

Please see escalation contact below:

Mark Culshaw

Chief Technical Director

Email: markculshaw@talk-telecom.co.uk

Phone: 0333 240 6660

Document changes and review

Changes to this document will be made if necessary following review meetings or by agreement between Talk Telecom and its customers.

Minor changes will be agreed on an “as and when required” basis. It is the document owner’s responsibility to effect any changes and distribute the latest version, ensuring the issue status reflects the amendments.

The Customer Service Level Agreement is intended to be a “live” and working document for all Customers and which will be amended to reflect any changes in the day to day operations between Talk Telecom and our End Customers.