

Customer Service Plan

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1. Customer Service Plan Overview

This Customer Service Plan has been assembled to give our customers an overview of our procedures and also gives our customers a view of the service they can expect from GPS Telecoms Ltd. We always aim to deliver the best possible service and strive for excellence whilst remain friendly and professional and ensuring our customers are kept up to date at all times.

2. Provisioning Procedures:

All customer orders are processed following the receipt of the completed Service Agreement which is entered into the following process.

- Service Agreement is verified – ensuring that all of the required fields have been filled in completely and any additional information is collected to ensure that provisioning of the Service is straightforward as possible.
- New customers will be credit rated.
- Service Agreements will be passed to the Provisioning Department.
- Provisioning Department place the order via the appropriate Network portal.
- Orders are monitored continuously – ensuring that any rejections or errors on the order can be investigated and rectified promptly and efficiently.
- Once committed dates are received from Openreach GPS Telecom will inform the customer by Email and Post of the date of Transfer/Install/Engineer Appointment as appropriate.
- Order will continue to be monitored ensuring that any delays or unforeseen circumstances are brought the customers attention as soon as possible.
- On the day of the transfer/installation, GPS will monitor the portals and call the customer to ensure that they are satisfied that the Service has been delivered as expected.
- CPS, if required and appropriate will be placed on the line immediately following the completion of the order.

Current Order Estimated Timelines:

Product	Guide Timeline
Transfer	10 Working Days
Analogue Installation	2-4 weeks
ISDN2 Installation	5-6 weeks
ISDN30 Installation	6-7 weeks
Broadband	5-10 working days

These timelines are dependent on the geographic area and engineer availability and are given as a guideline not a committed timeline for delivery

Provisioning Escalations

Level	Name	Opening Hours	Contact Details	Estimated Response Timelines
First Contact for Queries/ Issues	Provisioning Department	Mon – Fri 0830-2200	0870 730 7000 or provisioning@gps-telecom.com	Within 4 Hours
1 st Escalation	Peter Tomlinson Operations Manager	Mon – Fri 0830-2200	0870 730 7000 or peter.tomlinson@gps-telecom.com	Within 4 Hours
2 nd Escalation	Directors	Mon – Fri 0830-2200	0870 730 7000 or escalations@gps-telecom.com	Within 6 hours

If any further guidance is required on our Provisioning Processes, please call 0870 730 7000 or email support@gps-telecom.com.

3. Faults Handling Procedures

All service faults should be reported as follows.

Faults reported during office hours (08:30-17:30 Monday to Friday)

- Customers should report service faults by calling 0870 730 7000 or emailing support@gps-telecom.com.
- Customers should have the following information ready in order to log the fault as quickly as possible – Contact Name, Company Name, Number or Reference of faulty service, details of the fault (i.e. no dialling tone, no connection etc), contact telephone number and email.
- The faults team will test the line (except ISDN30 products which cannot be tested) and respond to the contact/customer within 4 hours.
- If a fault is detected the faults team will log the fault with Openreach.
- All faults will be monitored at least every 2 hours and the customer updated at least every 4 hours.
- If a site visit is required, the Faults Department will ensure that we work with the customer to select the most appropriate time slot (either AM or PM) and date that suits the customer. Any possible charges etc. will be outlined in during this communication (if applicable). Once we have notification that the fault has been cleared, the faults team will contact the customer to ensure that the issue has been rectified and if any further action is needed.

Faults reported outside of office hours (17:30-08:30 Monday to Friday and all weekend)

- Customers with care levels 3 and 4 have the benefit of being able to log faults out of hours.
- Customers should report service faults by calling 0870 730 7000 or emailing support@gps-telecom.com. Callers will be required to leave a voicemail with the appropriate details as below.
- Customers should have the following information ready in order to log the fault as quickly as possible – Contact Name, Company Name, Number or Reference of faulty service, details of the fault (i.e. no dialling tone, no connection etc.), contact telephone number and email.

- The faults team will test the line (except ISDN30 products which cannot be tested) and respond to the contact/customer within 4 hours.
- If a fault is detected the faults team will log the fault with Openreach.
- All faults will be monitored at least every 4 hours and the customer updated at least every 4 hours.
- If a site visit is required, the Faults Department will ensure that we work with the customer to select the most appropriate time slot (either AM or PM) and date that suits the customer. Any possible charges etc will be outlined in during this communication (if applicable).
- Once we have notification that the fault has been cleared, the faults team will contact the customer to ensure that the issue has been rectified and if any further action is needed.

Fault ticket notes are available on request should any customer require these during office working hours.

MBORC

All ‘Matters Beyond Our Reasonable Control’ (MBORC) notifications and information can be distributed as agreed with the Customer. For Example an email or call to a primary contact within the company, or a notification sent to each individual site. We can bespoke this distribution procedure on request of the Customer.

Planned Network Engineering and Outages

Planned Network Engineering and Outage notifications can be distributed as agreed with the Customer. For Example an email or call to a primary contact within the company, or a notification sent to each individual site. We can bespoke this distribution procedure on request of the Customer.

Fault Care Levels:

Care Level	SLA agreement
Care Level 1 (basic PSTN)	Clear by end of next working day + 1, Monday to Friday, excluding Public Holidays and Bank Holidays or the day of the appointment where later. Example: Fault reported at any time between 00:01 – 23:59:59 on Tuesday would have a commitment time of 23:59:59 on Thursday.
Care Level 2	Cleared by end of next working day, Monday to Saturday, excluding Public Holidays and Bank Holidays or on the day of the appointment where later. Example: Fault reported at any time between 00:01-23:59:59 on Tuesday would have a commitment time of 23:59:59 on Wednesday.
Care Level 3	Reported by 12:59 – Clear by 23:59:59 same day or the day of the appointment where later. Example: Reported after 13:00 – Clear by 12:59:59 next day (Monday – Sunday including Public and Bank holidays).
Care Level 4	6hr fix round the clock, 365 days a year.

Any faults that exceed the SLA agreement will be escalated with GPS Telecoms Fault Department and raised with Openreach appropriately and in line with BT Openreaches publicly available escalation descriptions

Fault Escalations

Level	Name	Opening Hours	Contact Details	Estimated Response Timelines
First Contact for Queries/ Issues	Faults Department	7 Days a week 24 hours a day	0870 730 7000 or support@gps-telecom.com	Within 4 Hours
1 st Escalation	Ryan Kirby – Operations Team Leader	Mon – Fri 0830-17:30	0870 730 7000 or ryan.kirby@gps-telecom.com	Within 4 Hours
2 nd Escalation	Peter Tomlinson Operations Manager	Mon – Fri 0830-17:30	0870 423 5658 or peter.tomlinson@gps-telecom.com	Within 6 hours
3 rd Escalation	Directors	Mon – Fri 0830-2200	escalations@gps-telecoms.com	Within 48 hours

If any further guidance is required on our Faults Processes, please call 0870 730 7000 or email support@gps-telecom.com.

4. Billing Procedures

- All invoices are produced on the first working day of the month/quarter and are emailed and posted to our customers.
- All invoices are issued with a full breakdown of services and calls.
- Customers with multiple site can be issued with site by site invoices or a consolidated invoice with a breakdown of each site in the backing reports.
- Emailed invoices in PDF format and are accompanied by CSV/Excel reporting, which makes the data easier to manage for the Customer.
- Bespoke reporting is available should our customers wish for extra reporting which can be configured to meet their specific requirements.

Customer controlled reporting

- GPS Telecoms offer a portal based service called WebABILLity Pro. This portal gives the following benefit to our Customers.
- * Customer controlled reporting.

- * The ability to set up alerts to help aid in fraud prevention.
- * Access to previous invoices, and the capability to view in PDF and print if required.
- * The ability to report by Department/Cost Centres.
- * Access to all calls made up to midnight the previous working day.

Billing Escalations

Level	Name	Opening Hours	Contact Details	Estimated Response Timelines
First Contact for Queries/ Issues	Billing Department	Mon – Fri 0830-2200	0870 730 7000 or billing@gps-telecom.com	Within 4 Hours
1 st Escalation	Billing Team Leader	Mon – Fri 0830-2200	0870 730 7000 or billing@gps-telecom.com	Within 6 Hours
2 nd Escalation	Sharon Brereton Finance Manager	Mon – Fri 0830-2200	0870 730 7000 or Sharon.brereton@gps-telecom.com	Within 6 Hours
3 rd Escalation	Directors	Mon – Fri 0830-2200	escalations@gps-telecoms.com	Within 48 hours

If any further guidance is required on our Billing Processes, please call 0870 730 7000 or email billing@gps-telecom.com.

5. **Complaints**

In the event that you feel the need to raise a complain having exhausted the appropriate escalation paths then please write to GPS Telecoms Limited, Clifton House, Ashville Point, Sutton Weaver, Runcorn, Cheshire, WA7 3FW

Should any of the information in this document contradict our Terms and Conditions, our Terms and Conditions will take precedence.