



5 Rings Telecom Service Level Agreement

SLA Version 1.0.5
Created by Peter Raynsford
Date: 02/01/2015

Table of Contents

Table of Contents	2
Introduction.....	3
Contact Directory	3
Support Process.....	3
Phone.....	3
Email.....	3
Support Hours.....	4
Escalation Path.....	4
Document changes and review.....	4

Introduction

The purpose of this Customer Service Level Agreement (Subsequently to be known as “SLA”) is to set out the agreed working practices between 5 Rings Telecom and its customers. In addition to this it will provide assistance and useful information to enable us to facilitate the best possible service and in a convenient and expedient way.

Contact Directory

Unit 14, Triangle Business Centre
95 Commerce Way
Lancing
West Sussex
BN15 8UP

Website: <http://www.5ringstelecom.co.uk>
Telephone: 0844 576 0550
Fax: 0844 576 0551
Email: Support@5ringstelecom.co.uk

Support Process

Faults can be raised in a number of ways.

Phone

Faults can be raised by phone on 0844 576 0550 where **ALL** calls are answered in **5 Rings**. Your request will be logged on our ticketing system and a follow up email or call will be made the same day the fault has been raised. The customer will receive one daily update as a minimum for the length of the fault and additional updates will be provided when we are provided updates from our carriers/suppliers. Please note that calls to staff DDI's or mobile numbers are not covered in the SLA.

Email

Faults can be raised via emailing support@5ringstelecom.co.uk When emailing us please ensure that you include your contact details, mobile and landline numbers. We also ask that you provide as much detail as possible regarding your fault. This 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.

A: 5 Rings Telecom, Unit 14, The Triangle Business Centre, 95 Commerce Way, BN15 8UP
W: <http://www.5ringstelecom.co.uk>
T: 0844 576 0550

Support Hours

Our standard office hours are Mondays – Fridays 8.30am to 5.30pm. We provide an out of hour's service for Evenings, Weekends & Bank Holidays.

Should you require Support outside of our standard office hours please call our main number on 0844 576 0550 as you would normally. Your call will then be automatically forwarded to our out of hour's service where a support representative will deal with your query.

Escalation Path

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

In the event that you feel your issue isn't being resolved to your level of satisfaction or you require an issue to be given higher urgency than currently offered, the issue can be escalated within 5rings Telecom.

Please see escalation contact below:

Peter Raynsford

Operations Director

Email: peter.raynsford@5ringstelecom.co.uk

Phone: 0844 576 0550

Document changes and review

Changes to this document will be made if necessary following review meetings or by agreement between 5rings 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 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 5 Rings Telecom and our End Customers.

A: 5 Rings Telecom, Unit 14, The Triangle Business Centre, 95 Commerce Way, BN15 8UP

W: <http://www.5ringstelecom.co.uk>

T: 0844 576 0550