



Customer Service Plan

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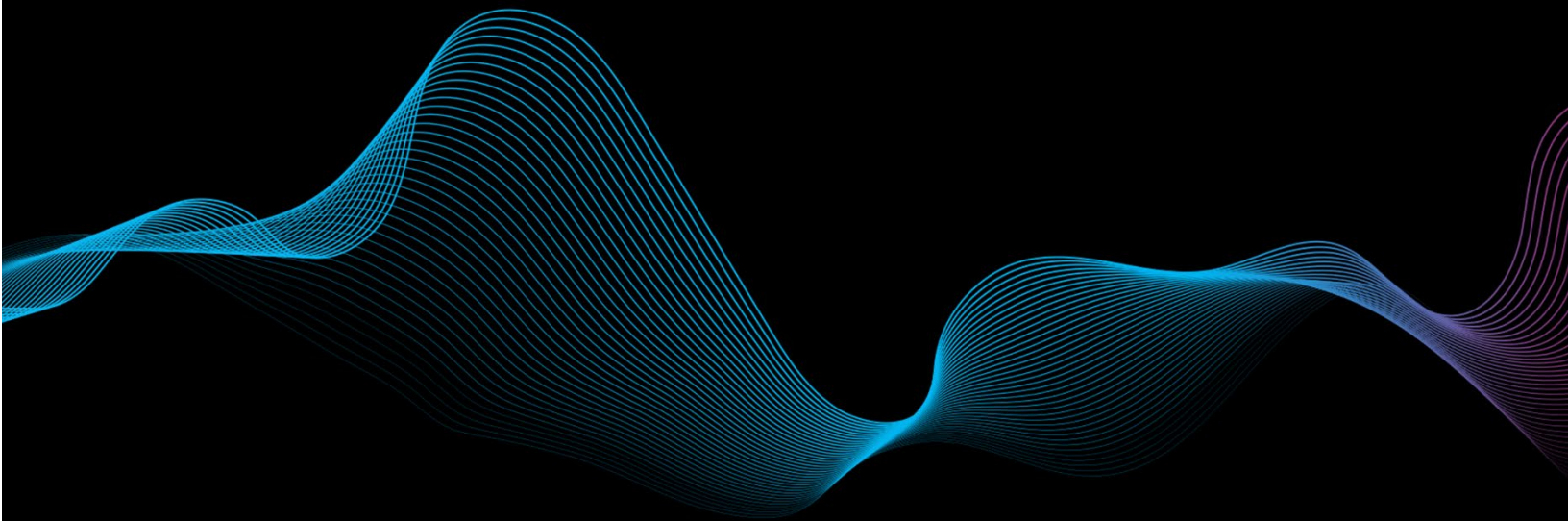


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1. Purpose

The purpose of this document is to provide you with an overview of the operational process of KubeNet in the event of an incident being raised.

This document aim is to provide you with information on:

- Raising an incident or request including out of hours support
- The workflow of an incident
- The level of service you should expect
- Contact details for any escalation purpose
- Planned Maintenance
- Data Protection procedures
- Complaint procedure
- Customer Feedback

2. Service Description

KubeNet's objective is to deliver a reliable and high-performance service at all times across our full range of products and solutions. Within this document, "the service" refers to the relevant items provided by KubeNet, noted within your agreed upon service schedule or Sales Order.

3. Scope of Service Support and Exclusion

3.1 Hours of Support – KubeNet Service Desk

KubeNet Service Desk is available between 08:00 and 18:00, Monday to Friday (excluding Public Holidays), as part of our standard support offering.

3.2 Out Of Hours Support

Out of Hours Support is provided where an out of hours contract has been agreed with KubeNet, and operates on a 24/7 service (including Public Holidays.)

KubeNet's out of hours support allows those customers to raise incidents outwith core business hours for all faults classed as P1 and P2, after all basic checks herein have been carried out.

3.3 Exclusions

Whilst KubeNet will endeavour to provide an all-encompassing managed technology & IT support service, it is important to highlight areas which are not covered by the service. The following is not covered by the proposed service:

- Supply of hardware components required to affect a repair.
- Telephone landlines, VoIP platforms, connectivity provided by another supplier.
- EPOS systems.
- Leased Photocopiers.
- Staff owned hardware/software. KubeNet will assist with remote connection /email issues but are not responsible for home internet connections or hardware/software issues relating to home PCs etc.
- User training issues.
- Office moves. KubeNet can plan and implement office moves; however, this service is not covered in the support contract and would be charged as a separate service.
- Hardware and software upgrades and rebuilds that are not associated with a fault.
- Hardware warranties. KubeNet recommends that any business-critical hardware is maintained under the manufacturer's warranty to cover parts in the event of a breakdown.
- Projects – any specific projects which sit outside Technology support will be priced at that time for authorisation.

Products which are excluded from out-of-hours support are:

- **WLR products** such as business phone lines and ISDN services
- **Business broadband services** such as ADSL or FTTC connection

These services fall within standard business hours support. If those services are vital to your business on a 24/7 basis, please contact your Account Manager to discuss upgrading your support level.

4. Quick Contact Reference

We want you to be able to contact us quickly and easily. Here is a quick contact reference guide on how to get in touch with us.

Service Desk

Email	support@kubenet.net
Telephone	0344 873 4488 Option 1

Sales	
Email	sales.support@kubenet.net
Telephone	0344 873 4488 Option 2
Provisioning	
Email	provisioning@kubenet.net
Telephone	0344 873 4488 Option 3
Accounts	
Email	billing.support@kubenet.net
Telephone	0344 873 4488 Option 4

5. Responsibilities

5.1 The Customer is responsible for the following:

5.1.1 Providing a valid service identifier such as account number, site name, address and/or telephone/mobile number when reporting an incident to the Support team.

5.1.2 Provide and maintain a list of authorised technical representatives who can act on behalf of the customer and be contacted either by, KubeNet or a third party appointed by KubeNet.

5.1.3 Checking that the equipment is cabled and powered correctly, including switches, routers, servers, and access points etc.

5.1.4 Completing diagnostic checks when requested by a member of KubeNet's Service Desk team.

5.1.5 Confirming the incident reported has been resolved.

5.2 KubeNet is responsible for the following:

5.2.1 Support provided via web, telephone, email, instructional user guides and videos.

5.2.2 Issuing a Unique Reference Number for each new incident raised.

5.2.3 Monitoring each incident through to resolution and completion.

5.2.4 Providing updates on the status/progress as agreed with the customer.

5.2.5 Providing escalation as appropriate. Escalation paths can be found in 'Escalation Paths' within this document.

6. Fault Reporting and Incident Management

To log an incident, you can contact our Service Desk during office hours by:

- Contacting our Support Line on 0344 873 4488 (Option 1)
- Email our Support team via support@kubenet.net

All incidents relating to the service detected by end users must be reported to the KubeNet Service Desk team for further diagnosis. An incident is classed as any failure, interruption or degradation of service provided by KubeNet. Our Incident Management procedure is based on ITIL best practice:

1. Before speaking to our support team regarding any fault, please ensure that you carry out all basic checks which are detailed below.
2. The Service Desk team will receive an email/telephone call of any reported incidents. Please always contact us by telephone for any Priority 1 incidents.
3. The Service Desk team will log the incident with the customer contact who has reported the issue.
4. Each request logged by the Service Desk is assigned a Unique Ticket Reference. This incident (or ticket) number will be communicated to the requester and should be used when contacting the Service Desk team for updates. A priority rating will be assigned to the ticket based on the level and scope of service loss.
5. The Service Desk team will assess the issue and engage the various technical representatives to assist and diagnose.
6. The customer contact will receive regular updates in accordance with the priority assigned to the task.

7. When the request is resolved, changes completed and/or the questions answered, the customer will be further updated, and KubeNet will request acceptance to close the ticket. This may be in the form of an email communication where the ticket will remain open for a period of three close requests, before being closed automatically should no response be received.

8. If you call to speak to an engineer and the issue is deemed to be user error, linked to your equipment or that the basic checks have not been carried out, then it will be a chargeable call at a rate shown within this document.

7. Basic Checks

<p>Phone Line Checks</p> <ul style="list-style-type: none"> • Is your phone plugged in? • Are all cables securely connected? • Have you tried a different phone? • Do you have a phone system (PBX)? If so have you contacted them? 	<p>Broadband Checks</p> <ul style="list-style-type: none"> • Is your router plugged in and turned on? • Are all cables securely connected? • Check that the LED's are displayed green. • Restart the router by switching off and then leaving for 30 seconds before turning back on. <p><i>Note: Please do not factory reset your router under any circumstances.</i></p>
<p>Data Connection</p> <ul style="list-style-type: none"> • Is your router plugged in and turned on? • Are all cables securely connected? • Are there any LED alarms on your router or NTE? • Have you contacted your IT Team to rule out any LAN / Firewall related issues? 	<p>SIP & Hosted Telephony</p> <ul style="list-style-type: none"> • Is your router plugged in and turned on? • Are all cables securely connected? • Are there any LED alarms on your router or NTE? • Do you have a phone system (PBX)? If so, have you contacted them? • Have you contacted your IT Team to rule out any LAN / Firewall related issues?
<p>If you can answer <u>YES TO ALL</u>, please contact our Support Team and provide:</p> <ul style="list-style-type: none"> • Service Reference details of the service affected such as phone number, circuit reference, location • Fault description – please provide as much detail as possible to ensure our team can troubleshoot the fault as quickly as possible • Impact and Urgency of the fault – please advise of the impact of the fault including the number of users affected. 	

8. Incident Logging Requirements

8.1 Request Allocation

8.1.1 We aim to allocate all requests within the first hour of it arriving to the service desk. Once the request has been allocated, you will receive a reply detailing the following.

8.1.1.a Priority rating – the allocation your request has received which defines how urgent the request is. Please see our service level agreements below for more information.

8.1.1.b Your request details

8.1.1.c A link to the Focus Group portal to help you keep track of your request.

8.2 Preliminary checks

8.2.1 To enable us to resolve any support queries as quickly as possible, we will need certain information from you to open and progress support tasks

8.2.2 Problem symptoms referring to all faults should be captured and must be recent.

8.2.3 Screenshots of the issue or associated files showing the error are preferred at the point of logging an issue with us. Ideally the issue needs to be shown to the agent handling the request. The details required before reporting to our Support Desk are listed in 'Fault Logging Requirements.'

8.3 Password reset requests

8.3.1 If you require a password reset for a user account or email address, please ensure this is sent in via the portal or an email from any account associated with the business you work for. No passwords will be given out over the phone as this helps us to protect your data from cyber threats who could impersonate you or a colleague over the phone.

9. Service Levels

9.1 Incident Prioritisation

KubeNet prioritises all requests according to scope and level of service loss to ensure we can resolve customer faults as quickly and effectively as possible. Each incident logged will be assigned a priority depending on the impact and urgency the issue/request has on your organisation.

Priority	Description
	All times are working hours/days (Mon-Fri 08.00-18.00)
P1	Priority Critical. Any fault which results in a total loss of service at a customer premises, or critical service failure.
P2	Priority High. Any fault which results in severe degradation of service at once or more customer premises.
P3	Priority Medium. Operational performance of a minor part of IT is impaired while most business operations remain fully functional.
P4	Priority Low. Any fault which is non-service affecting for an organisation.
P5	Configuration query or request for information.

*Target fix times can be affected and subject to 3rd party Service Level Agreement terms and conditions. Target fix times run during the time where the fault is in KubeNet's control. Where a site visit is required, SLAs can further be affected by engineering availability depending on the customer location. As a reseller of products and services, the speed of resolution will depend on the maintenance agreements you have, and the SLAs of our suppliers. As a result, we offer service level agreements rather than targets.

9.2 Response Times

KubeNet understands that regular communication is crucial when an incident has been raised. Therefore our engineers will keep you fully informed throughout.

Below you will find details on how often we aim to update you:

Priority	Response	Update	Target Resolution Time	Exceptions/Criteria
1	15 minutes	30 minutes	2 hours	Where KubeNet is not the resolver
2	30 minutes	60 minutes	4 hours	Where KubeNet is not the resolver
3	1 hour	24 hours	12 hours	Where KubeNet is not the resolver
4	2 hours	24 hours	48 hours	Where KubeNet is not the resolver

Please note that the above response, update and target resolution times apply within KubeNet’s core business hours. Should you require a visit from a KubeNet engineer this may also affect these target times.

10. Escalation Pathways

If you feel that a fault is not being progressed within the given timescales or is not receiving the appropriate attention or priority, please use the escalation paths detailed below. In your email, we ask for you to include the relevant ticket number, a brief description of the issue and the reason the ticket should be escalated.

Emails for escalations should be sent to escalations@kubenet.net or alternatively, you can call us on 0141 343 0110.

If after receiving a response to the escalation request you remain unsatisfied, please follow the path below. You will be provided with an escalation ticket reference and we kindly ask that you include this when raising to a secondary escalation path. If required, please contact your Account Manager.

11. Complaints Procedure

If in any instance you wish to make an official complaint, you can do so in writing to the address below:

KubeNet
 FAO Customer Relations
 Building 11000, Academy Park

Gower Street
Glasgow
G51 1PR

A holding letter will be sent through to you to acknowledge this reception of your complaint and we will aim to resolve your complaint within eight weeks.

If you're a small business (10 employees or less) and we've not reached an agreed settlement within eight weeks of receiving your complaint, or we agree in writing before the eight weeks is up, that the disagreement should be settled by independent adjudication, you can refer your complaint for independent consideration to CISAS (the Communications and Internet Services Adjudication Scheme). This service is free of charge.

The contact details of CISAS are as follows:

CISAS, 70 Fleet Street, London, EC4Y 1EU
0207 5203827 – info@cisas.org.uk – www.cisas.org.uk

12. Planned Maintenance

KubeNet's objective is to always deliver a reliable and high performing service; therefore, it is necessary for us to perform regular as well as emergency maintenance on our core infrastructure, as and when necessary.

KubeNet will notify you of any planned maintenance via email to your nominated email address.

Should you have any questions regarding a specific maintenance activity, you can contact our Service Desk or email change.management@kubenet.net.

For all planned maintenance on KubeNet's network, we will aim to provide 5 working days' notice. If an emergency maintenance window is required, KubeNet will endeavour to provide as much **notice as possible**.

13. Engineering Charges

If a ticket is logged and is deemed to be end-user related, linked to your equipment or the basic checks have not been carried out, then this may be chargeable work.

Charges are as follows:

13.1 Standard

Off-Site	First Hour	Thereafter Per Hour
Business Hours, minimum 4 hours including travel	£100.00	£70.00
Half Day, Minimum 4 hours including travel	£100.00	£70.00
Out of Hours (5.30pm to 11pm) and Saturday to 5.30pm, Minimum 4 Hours including travel	£100.00	£85.00
Saturdays from 5.30pm and Sundays, Minimum 4 hours including travel	£100.00	£95.00

Remote	First Hour	Thereafter Per Hour
Business Hours, minimum 1 hour	£75.00	£45.00
Out of Hours (5.30pm to 11pm), thereafter Sunday rate. Minimum 2 hours.	£100.00	£65.00
Saturday 8am to 5.30pm, thereafter Sunday rate. Minimum 2 hours.	£100.00	£75.00
Sunday. Minimum 2 hours	£100.00	£85.00

13.2 Training and Teams/UC Installation

Off-Site	First Hour	Thereafter Per Hour
Business Hours, minimum 4 hours including travel	£100.00	£60.00

Half Day, Minimum 4 hours including travel	£100.00	£60.00
Out of Hours (5.30pm to 11pm) and Saturday to 5.30pm, Minimum 4 Hours including travel	£100.00	£85.00

Remote	First Hour	Thereafter Per Hour
Business Hours, minimum 2 hours	£80.00	£60.00
Out of Hours (5.30pm to 11pm) and Saturday. Minimum 4 hours.	£100.00	£85.00

*First hour includes travel within 30 miles.

14. Data Protection

At KubeNet, we take the protection of your data very seriously and take all the steps required to ensure that data is processed lawfully and fairly.

Please do feel free to refer to our Data Protection Policy, and Data Retention Policy for more information on our policies regarding Data Protection.

If at any point, you wish clarification on the processing of your personal data, our Data Protection Officer can be contacted by emailing hello@kubenet.net

For any disclosure, rectification or deletion of data, please follow our [Subject Access Request Procedure](#), which will provide you with the full details on how to submit your request and any supporting documents.

15. Customer Satisfaction Survey

We are committed to ensuring we are continuously improving our services therefore we regularly issue Customer Satisfaction surveys. This survey is solely used by KubeNet to review our delivery of service and improve any areas which aren't meeting our aim of delivering an exceptional service.

We welcome all feedback either through our regular Customer Satisfaction survey or directly to a member of our team.