



# KubeNet<sup>®</sup>

We listen. We understand. We deliver.

## Customer Service Plan



**I LIKE THINGS  
THAT WORK**



## Introduction

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 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
- Complaint procedure
- Customer Feedback

## Quick Contact Reference

At KubeNet, we want our customers to be able to contact us easily. Here is a quick contact reference guide on how to get in touch with us.



### Service Desk

Email [support@kubenet.net](mailto:support@kubenet.net)  
Telephone 0344 873 4488 Option 1

### Sales

Email [sales@kubenet.net](mailto:sales@kubenet.net)  
Telephone 0344 873 4488 Option 2

### Provisioning

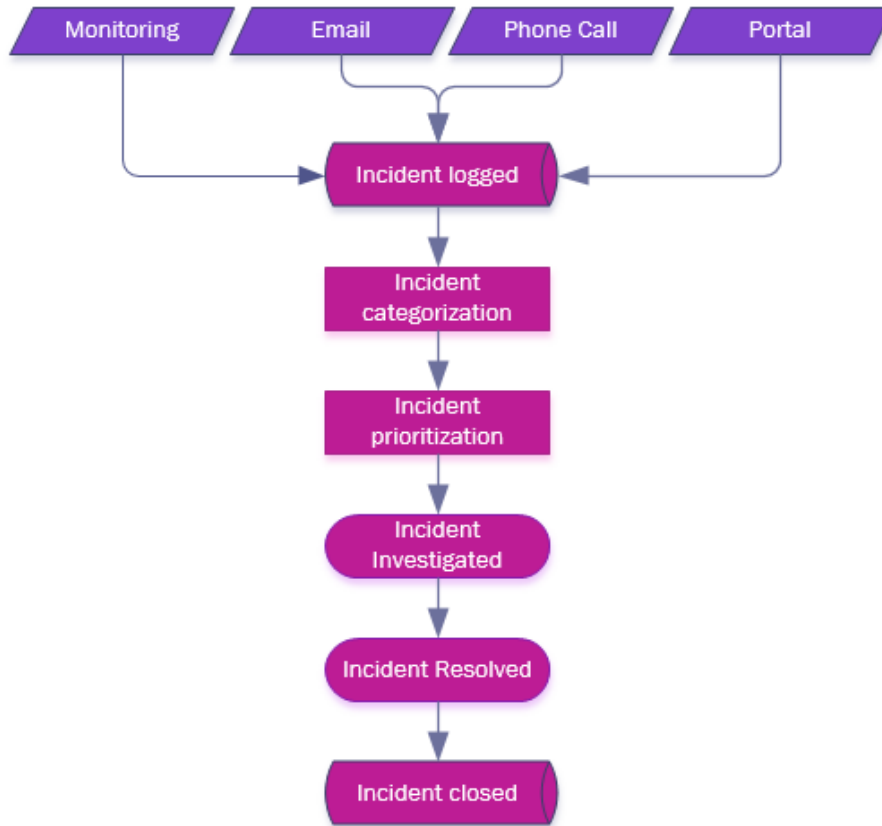
Email [provisioning@kubenet.net](mailto:provisioning@kubenet.net)  
Telephone 0344 873 4488 Option 3

### Accounts

Email [accounts@kubenet.net](mailto:accounts@kubenet.net)  
Telephone 0344 873 4488 Option 4

## Incident / Problem Management

An incident is classed as any failure, interruption or degradation of a service. KubeNet Incident Management procedure will always follow the lifecycle documented below.



## Fault Reporting

Logging an incident is the first step in the lifecycle of a ticket. 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](mailto:support@kubenet.net)
- Submit a case through our portal <http://support.kubenet.net>

If you require access, you can request it by emailing [support@kubenet.net](mailto:support@kubenet.net)

## Incident Prioritisation

Each incident logged will be assigned a priority depending on the impact and urgency the issue or request has on the business:

PRIORITY	DESCRIPTION
P1	Priority Critical. Any fault which results in a total loss of service across an organisation.
P2	Priority High. Any fault which results in a total loss of service for part of an organisation and / or results in the degradation of service across that organisation.
P3	Priority Medium. Any fault which results is a total loss of service for a single user and / or results in the degradation of service for part of an organisation.
P4	Priority Low. Any fault which is non-service affecting for an organisation.
P5	Priority Informational. Any fault which is non-service affecting for a single user.

Please note that if a ticket logged and investigated where the outcome is deemed to be a fault linked to your equipment or triggered by you or a user, then a charge will be applied to your account.

Charges are as followed:

	COST
Remote Assistance (per hour)	£25.00
On-Site Call Out (per hour)	£80.00*

\*Reasonable travel expenses shall also be covered by the client and this will be subject to a pence per mile cost as per HMRC Approved Mileage Allowance Payment. Please note this service is subject to engineer availability and conditions apply.

## Service Level Agreement

Kube Networks understands that regular communication is crucial to a good relationship therefore our engineers will keep you fully informed until completion.

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

PRIORITY	RESPONSE
P1	1 hour
P2	4 hours
P3	8 hours
P4	1 working day
P5	2 working days

Restoration of service is subject to the individual carrier Service Level Agreement and is on best endeavour basis.

\*Only P1 and P2 will be handled on a 24x7 basis (excluding business broadband services). If you do want a service looked at out with the time frame, please refer to our Out-Of-Hours Support as it this support will be chargeable.

BT Openreach offers care level packages for all its WLR products.

CARE LEVEL	CLEARANCE TARGET
LEVEL 1	Clear by 23:59 day after next, Monday to Friday (excluding Public and Bank Holidays)
LEVEL 2	Clear by 23:59 next day, Monday to Saturday (excluding Public and Bank Holidays)
LEVEL 3	Report pre 13:00, clear by 23:59 same day. Report post 13:00, clear by 12:59 next day, seven days a week, including Public and Bank Holiday.
LEVEL 4	Clear within 6 hours, any time of the day and any day of the year.

To check your care level package or discuss uplifting your current package, please contact our Sales Team.

## Escalation

KubeNet recognises each fault is individual and the impact may differ in severity depending on our customer's environment.

In the event that you feel dissatisfied by KubeNet response, you can contact the escalation team by emailing [escalations@kubenet.net](mailto:escalations@kubenet.net) or alternatively by following the escalation path below:

LEVEL	CONTACT	JOB TITLE	TELEPHONE	EMAIL
1	Richard Cameron	Service Desk Team Leader	0141 375 1989	<a href="mailto:Richard.cameron@kubenet.net">Richard.cameron@kubenet.net</a>
2	Lora Barclay	Service Delivery Manager	07500 777 884	<a href="mailto:Lora.barclay@kubenet.net">Lora.barclay@kubenet.net</a>

## Out-Of-Hours Support

KubeNet operates a 24/7 service for all our customers to raise incidents out-with core business hours for all faults classed as P1 and P2. (Please refer to Service Level Agreement for guidance)

If a ticket is logged and is deemed by the on-call engineer as a service request or the fault was triggered by the end-user, then this will be chargeable.

Charges are as followed:

	COST
Remote Assistance (1 <sup>st</sup> hour)	£75.00
Additional Remote Assistance	£25.00 per hour
On-Site Call Out (1 <sup>st</sup> hour)	£125.00*
Addition on-site support	£75.00* per hour

\*Reasonable travel expenses shall also be covered by the client and this will be subject to a pence per mile cost as per HMRC Approved Mileage Allowance Payment. Please note this service is subject to engineer availability and conditions apply.

## Planned Maintenance

KubeNet's objective is to deliver a reliable and high performing service at all times; 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](mailto:change.management@kubenet.net).

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

## 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 4000, 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 absolutely free of charge.

The contact details of CISAS are as follows:  
CISAS, 70 Fleet Street, London, EC4Y 1EU  
0207 5203827 – [info@cisas.org.uk](mailto:info@cisas.org.uk) – [www.cisas.org.uk](http://www.cisas.org.uk)





## 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.**

