Glemnet Service Definitions G Cloud 13

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Introduction

Thank you for choosing Glemnet for your connectivity

Our team has a wealth of knowledge with over 18 years of experience deciphering the perfect solution for different communication needs.

We work hard to bring the latest, most cost-effective Cloud, Unified Communications and mobile technology to our customers, together with exceptional technical service.

We want our customers to be more productive and efficient, free to work from anywhere, with any device, at any time, safely and securely.

We provide businesses with access to an extensive portfolio of services including:

- Hosted Cloud Telephony
- Cloud Services, including Microsoft solutions, storage, and security
- Business Internet
- Business Mobile
- Telephone Systems
- Lines and Calls
- IT Services and Support
- Cyber Security

The backbone of our service provision is our one contact policy which means we do not employ a large call centre, ensuring you are able to contact the same person directly anytime you have a question.

We are proud to deliver long term benefits to our clients through outstanding service and support.

We are ready to answer our customers' queries at any time of day, every day of the year!

This document provides details of our fault and configuration request service arrangements. Included in this document is the incident reporting procedure, Service Level Targets (SLT) and escalation process.

Contact Us

Glemnet Limited
Unit 1, 2 Thayers Farm Road
Beckenham
Kent
BR3 4LZ

Website www.glemnet.com

Tel: 0208 639 0230
Fax: 0208 639 0231

	Department	Responsibilities	Contact Details
1	Sales	• Pricing • Presales • New Sales enquiries • Renewals • Commercial and Contractual details for in live services	Tel: 0208 639 0230 Option 1 Email: sales@glemnet.com
2	Provisioning	• New provide and upgrade order requests • Order Management • Order Updates	Tel: 0208 639 0230 Option 4 Email: provisioning @glemnet.com
3	Support	• Fault Reporting and Handling • Fault Updates • Technical Assistance	Tel: 0208 639 0230 Option 3 Email: support@glemnet.com
4	Accounts	• Invoice Enquiries • Invoice Disputes	Tel: 0208 639 0230 Option 5 Email: billing@glemnet.com
5	OOH Support (17:00-09.00am Mon-Fri, Sat, Sun)	• Fault Reporting and Handling • Fault Updates • General Enquiries	Tel: 0208 639 0239

Support Process and Escalation Path

To log a Support issue or to escalate your incident as quickly as possible please contact our Support Team

Our support team will manage the incident through to completion with regular feedback to you until completion.

Glemnet's escalation path is shown below, please allow 24 hours prior to escalating to the next appropriate level.

Customer Support	Provisioning	Sales
support@glemnet.com	provisioning@glemnet.com	sales@glemnet.com
0208 639 0230 Option 3	0208 639 0230 Option 4	0208 639 0230 Option 1

Escalation Level	Customer Support	Provisioning	Sales
Level 1	Customer Support	Provisioning Post Sales	Your Account Manager
Level 2	Technical Support Manager	Service Delivery Manager	
Level 3	Operations Director	Operations Director	Managing Director

Incident Management

Incident Management is provided via the Glement Support desk either via either email or telephone

Incidents managed by the Support team will have a single point of contact for all correspondence regarding a fault.

All faults will be logged on Glemnet's Incident Management System and a unique reference used for the duration of the incident.

Glemnet will undertake first line diagnostics with end user to determine

- A comprehensive description of the issue including what you expect to happen and what does actually happen

- Who is impacted? Is there a common denominator?

- What is the impact?

- When did issue begin/end?

- Any supporting documentation (logs, relevant configuration, error codes etc.) if required

Glemnet Technical Team will use remote access to clear the incident at this stage.

Should this not be possible the incident will be managed within the service levels described below: These service levels to be determined upon the initial contact.

	Priority	Definition	Maximum primary response time
1	Critical	Hosted Services are inoperable, or a core function of the Hosted Services is unavailable	1 hours
2	Serious	A core function of the Hosted Service is significantly impaired	4 hours
3	Moderate	A core function of the Hosted Services is impaired, where the impairment does not constitute a serious issue; or a non-core function of the Hosted Service is significantly impaired	1 working day
4	Minor	Any impairment of the Hosted Services not falling into the above categories; and any cosmetic issue affecting the Hosted Service.	5 Working days

- Any incidents which are affected by the end user connectivity will be managed in accordance with the SLA's appropriate to that product.
- Should the end user connectivity be with an alternative supplier, the end user will be requested to contact that supplier for further assistance.

The Glemnet Support Team will manage the incident through to completion and will update the end user at timescales agreed at the time of reporting the incident with a minimum update at the maximum response times describe above.

Glemnet will use all reasonable endeavours to resolve incidents raised through the Support Services promptly, and in any case in accordance with the following timescales.

	Priority	Aim to Resolve
1	Critical	4 business hours
2	Serious	8 Business hours
3	Moderate	4 working days
4	Minor	10 Working days

Aim to resolve 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 Glemnet's control. Where a site visit is required, SLTs can further be affected by engineering availability depending on customer location. As a reseller of products and services, the speed of resolution with depend on the maintenance agreements you have, and the SLAs of our suppliers.

Once the incident has been closed, Glemnet will confirm closure with the end user and will send an email confirmation. The ticket will remain in review status for 2 working days to ensure no reoccurrence of the incident.

Helpdesk

The Glement Support Desk will also offer assistance to end users for contracted service. Any requests to alter or change contracted services will need to be managed through the change control service and the end user will be referred to their dedicated account manager.

Service Availability

Service Availability for the hosted service is 99.5 %. The availability is for the hosted service only. Any outage due to connectivity will not be included within the availably calculations.

Providing the right level of response to an incident is a process of co-operation between yourselves and our support staff. However, to help respond in a suitable fashion to each incident, a priority needs to be set.

The three categories below provide a guide to classification. In 99.9% of cases a support response will be actioned within its SLA. The maximum primary response time is also listed, and while this can become the norm during busy periods, it should be the exception.

	Priority	Definition	Maximum primary response time
1	High	- Critical Failures - Area of significant customer concern - Issue having a significant impact on productivity on the whole company - Time sensitive issue	1 hours
2	Medium	- Issue is not time sensitive - Issue is not company-wide but is impacting that user's ability to work at full production	4 hours
3	Low	- Issue requiring monitoring, system change / installation new features. - Non-Critical single user problems	8 hours

Service Levels Logged within Subscribed Hours

In the case of 'High' priority incidents, we will provide reasonable endeavours to continue and produce a resolution for any outstanding issues - this may include working out of hours until a fix is implemented. We may require relevant (Client) personnel to also be available, and may incur additional out of hour fees if outside the contracted dates

Service Levels for Critical Incidents Outside Core Hours

Available 24/7/365. As such, users will be able to raise the issue to the helpdesk at any time on any day. Depending upon contracted service levels you enquiry may not be investigated until the next working day .

Terms and Conditions

When you subscribe to a service from Glemnet we will ask you to digitally sign a contract and view our Standard Terms and Conditions on our website https://glemnet.com/terms-conditions

Should you require an additional copy of the terms and conditions these can be emailed to you, or a copy posted to your address.

If you have any questions, please phone our Customer Sales Team on 0208 639 0230 Option 1

Billing

We will bill you for services monthly or as defined in your contracted service in advance with and in arrears for call charges. We will email your invoice to you along with supporting documentation.

Cancelling your Service

If you wish to terminate your contract within the minimum term of 12 months or within the fixed term period contracted for, please call our Customer Service Team on 0208 639 0230. We will advise of any charges to be raised for the unexpired term of the contract.

After the minimum term of the contract, you can cancel any service by emailing our cancellations team at cancellations@glement.com or by calling our Customer Service Team on 0208 639 0230. The minimum notice period required is 90 working days prior to the anniversary date.

Useful Links and Addresses

Glemnet Policies, Procedures and Statements

This section provides you with useful quick links to Glemnet's in depth Policies, Procedures and Statements

Glemnet's Policies and Procedures can be found on the following link:

https://www.glemnet.com/policies-procedures

- Code of Practice on Complaint Handling
- Consumer Code of Practice
- Information Security Policy
- Sales & Marketing of mobile communications services
- IP Solutions Information
- Fraud Prevention
- Switching Suppliers
- Welcome Pack

Data Protection
Glemnet's Data Protection policies can be found at the following link:

https://www.glemnet.com/policies-procedures

- Privacy Policy
- Privacy Notice
- Right to Withdraw
- Subject Access
- Cookie Policy

Environmental Policy
Glemnet's Environmental policy can be found at the following link

https://www.glemnet.com/environmental-statement

Modern Slavery Statement
Glemnet's Modern Slavery Statement can be found at the following link

https://www.glemnet.com/modern-slavery-statement

Corporate Social Responsibility Statement
Glemnet's Corporate Social Responsibility Statement can be found at the following link

https://www.glemnet.com/corporate-social-responsibilty-statement

Useful Addresses

The Ombudsman Services

3300 Daresbury Park, Daresbury, Warrington, WA4 4HS

T: 0330 440 1614

E: osenquiries@os-communications.org

W: www.ombudsman-services.org

Ofcom

Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

T: 020 7981 3040 or 0300 123 3333

E: contact@ofcom.org.uk

W: www.ofcom.org.uk

Phone-paid Services Authority

40 Bank Street London, E14 5NR

T: 0800 500 212 or 020 7940 7474

E: info@psauthority.org.uk

W: www.psauthority.org.uk

Telephone Preference Service

DMA House, 70 Margaret Street, London W1W 8SS

T: 0845 070 0707

W: www.tpsonline.org.uk

Federation of Communication Services (FCS)

Provident House, Burrell Row, Beckenham, Kent BR3 1AT

T: 020 7186 5432

E: fcs@fcs.org.uk