



HighNet
telecoms

CUSTOMER SERVICE PLAN

Your partner in telecoms

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INTRODUCTION

Objectives

The purpose of this Customer Service Plan is to set out the agreed day to day working practices between HighNet and our customers. In addition it will provide assistance and useful information to enable you, our customer, to know exactly what to do in the event of a service fault, and to know exactly which department will deal with your requirements. This document outlines the details of how we do business and incorporates names or contact details and the means of assisting the ordering, repair and billing processes.

Document Ownership

HighNet has overall ownership of this document. Changes to this document can only be made by the document author.

Business Hours

Hours of business are 9.00 - 17.30 Monday to Friday.

Order Process

All orders received are processed (and either accepted or rejected) by the HighNet Provisioning Team as soon as is reasonably practical, however this is usually within 24 hours of receipt.

Fault Reporting

You can report a fault with HighNet at any time. During working hours, your call will be taken by the relevant team, and out of hours, your call will be taken by an operator who will pass the details of the fault to the on-call team member, who will endeavour to respond with an update within 1 hour.

Customers of line rental choose their preferred level of care:

Service Level	Summary of Service
1	Residential lines only.
2	Basic care for business lines (included in your line rental) providing an end of next working day fix. Operates Mon-Sat 08.00-18.00 (excl holidays). You can request flexible appointments for an additional charge.
3	Chargeable care level for business lines. If you report a fault by 13.00, it will be fixed the same day. Report after 13.00, fix by 13.00 next day. Operates Mon-Sun 07.00-21.00 (incl holidays). You can request flexible appointments with no extra charge.
4	Chargeable care level for business lines guaranteeing a fix in 6 hours. Operates 24/7 (incl holidays). You can request flexible appointments with no extra charge.
Expedite Care	One-off payment to guarantee fix within 6 hours if only paying for levels 1-3. If the guarantee isn't met, there will be no charge.

Please note, flexible appointments cover the following slots: Early Morning (Mon-Fri 07.00-08.00), Evening (Mon-Fri 18.00-21.00) and Saturday AM (08.00-13.00) or PM (13.00-18.00).

Billing

You will be invoiced on (or as close to as possible allowing for weekends etc.) the 1st day of the month. Payment will then be collected on the 15th day of the month (again, as close to as possible). Any queries about your bill should be directed to the Customer Services team.

CONTACT DIRECTORY

Activity	Name/Team	Telephone	Email
ORDERS			
Order submission	Provisioning Team	0345 450 4502	orders@highnet.com
In-life order correspondence	Provisioning Team Member	Team Member's direct number	Team Member's email address
1st escalation	Pamela Cameron (Provisioning Coordinator)	0345 521 5438	pamela@highnet.com
2nd escalation	Katrina Macleod (Provisioning Director)	0345 521 5439	katrina@highnet.com

Activity	Name/Team	Telephone	Email
REPAIR			
Voice faults (analogue/ISDN)	Technical Support	0345 450 4502	faults@highnet.com
Voice faults (IP telephony)	Technical Support	0345 450 4502	support@highnet.com
Broadband faults	Technical Support	0345 450 4502	support@highnet.com
Mobile faults	Technical Support	0345 450 4502	faults@highnet.com
1st escalation	Nicholas Richardson (Technical Support Team Leader)	0345 521 5446	nick@highnet.com
2nd escalation	David Alldritt (Technical Director)	0345 521 5447	davida@highnet.com

CONTACT DIRECTORY continued

Activity	Name/Team	Telephone	Email
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CUSTOMER SERVICES

Initial Query	Dedicated Customer Account Manager	0345 450 4502	info@highnet.com
1st Escalation	Val Falconer (Senior Customer Account Manager)	0345 521 5451	valfalconer@highnet.com
2nd Escalation	Katrina Macleod (Provisioning Director)	0345 521 5439	katrina@highnet.com

Activity	Name/Team	Telephone	Email
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ACCOUNTS

Payment Queries	Scott Macrae (Finance Director)	0345 521 5457	scottmacrae@highnet.com
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Activity	Name/Team	Telephone	Email
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EXISTING CUSTOMER SALES

Additional services	Dudley Davies	0345 521 5441	sales@highnet.com
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WHAT NEXT

We hope that you are satisfied with your new service. Why not bring all your business telecoms services over to HighNet? Our vast product set caters for most requirements, and with a growing channel of partners, if we can't do it, we know someone who can! Not only does moving to HighNet offer great savings, it means you can have all your services billed together on one bill to make life much easier in the Accounts department at the end of the month!

So what do we do?

Our business communications solutions encompass most requirements, whether it's for a simple line installation, a new phone system, or Internet connectivity, or more comprehensive solutions such as call management and state-of-the-art technology.

Our products are divided into 3 product sets:

VOICE CONNECTIVITY

DATA CONNECTIVITY

MOBILE CONNECTIVITY

VOICE CONNECTIVITY

Service Level	Summary of Service
Low cost line rental	Analogue, multilines, ISDN, SIP trunks, etc.
Low cost calls	Local and national calls from 1p per min.
Inbound call management	How many calls are getting through each day? How many do you miss? Where are the calls coming from? If you can't answer this you need our MyInbound online portal.
Call recording	Low cost network based solutions – no hardware on your premises.
Geographic and non-geographic numbers	Create a local or national presence regardless of your location.
Phone Systems	Feature-rich hosted phone systems which offer free calls and a system that need never be replaced. Smaller businesses should ask for FeaturePlus, and in larger offices, ask for Communicator.

DATA CONNECTIVITY

Service Level	Summary of Service
ADSL	Up to 8mbps downstream, ideal if you download a lot of data.
SDSL	Up to 2mbps both up and downstream, ideal for running a server.
Ultimate LLU Broadband	Tomorrow's technology, today. Downstream speeds of up to 24mbps, and every LLU broadband line includes a free voice line, with free installation.
Platinum IP: the ULTIMATE guarantee	Ideal for those who require maximum availability of their data services, with a service level agreement for customers of ADSL or Ultimate Voice.
Engineered Broadband: Symmetric Assured	Ideal for shared voice and data, this service guarantees 1:1 uncontended bandwidth (you don't share your broadband access with anyone else, with symmetric speeds of up to either 1mbps or 2mbps).
Data Networks	Virtual private networks, dedicated Internet access circuits (leased lines) and ethernet up to 1GB providing fast and secure data connectivity.

MOBILE CONNECTIVITY

Service Level	Summary of Service
Business mobile	All the major networks with a cost-effective solution to suit you, variety of bundles and simple non-bundled tariffs.

Web Bill

HighNet offers a free of charge value added service to all customers known as "WebaBILlity". It is an easier way to manage your HighNet services. Accessed via the HighNet website, WebaBILlity allows you to actively monitor and manage your telephony services account at any time of day without the need to contact us directly.

The main value services it provides are:

- Bill can be viewed live online at anytime
- E-Alerts Facility with early fraud warning
- Full invoice history online
- Analysis tools and management reports
- Site and departmental management

For up to date information on all our products and services, please visit our website at:

www.highnet.com.



Your partner in telecoms

www.highnet.com

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