

# CUSTOMER SERVICE PLAN

## CONTACT DIRECTORY

### EXISTING CUSTOMER SALES — QUERIES FOR NEW SERVICES

Sales Queries	Internal Sales	0345 450 4502, opt 2	sales@highnet.com
1st Escalation	Andrew McArthur <b>Senior Account Manager</b>	0141 465 1170	andrewmcarthur@highnet.com

### ORDERS — VOICE, DATA AND MOBILE ORDERS

Order Submission	Orders Team	0345 450 4502, opt 3	orders@highnet.com
In-flight Order	Order Co-Ordinator	Order Co-Ordinator's DDI	Order Co-Ordinator's Email
1st Escalation	Jon Campbell <b>Support Team Leader</b>	01463 210 832	joncampbell@highnet.com
2nd Escalation	Brionaidh Siegel <b>Service Delivery Manager</b>	01463 210 803	brionaidhsiegel@highnet.com

### TECHNICAL SUPPORT — FAULTS, SUPPORT QUERIES

Fault Logging	Support Team	0345 450 4502, opt 1	support@highnet.com
In Progress Fault	Support Technician	Technician's DDI	Technician's Email Address
1st Escalation	Jon Campbell <b>Support Team Leader</b>	01463 210 832	joncampbell@highnet.com
3rd Escalation	Brionaidh Siegel <b>Service Delivery Manager</b>	01463 210 803	brionaidhsiegel@highnet.com

### INSTALLS — PHONE SYSTEM INSTALLATION AND TRAINING, SATELLITE BROADBAND, ROUTER INSTALLATIONS

Initial Query	Assigned Engineer	Engineer's DDI	Engineer's Email Address
1st Escalation	Bill Rennie <b>Installations Manager</b>	01463 210 804	billrennie@highnet.com
2nd Escalation	Katrina Macleod <b>Service Delivery Director</b>	01463 210 021	katrina@highnet.com

### BILLING & CUSTOMER SERVICE — INVOICE QUERIES, CANCELLATIONS & PRICING INFORMATION

Initial Query	Billing & Customer Service Administrator	0345 450 4502, opt 5	billing@highnet.com
1st Escalation	Rhiannon Siegel <b>Billing Manager</b>	01463 210 802	rhiannonsiegel@highnet.com
2nd Escalation	Scott MacRae <b>Finance Director</b>	01463 210 810	scottmacrae@highnet.com

### ACCOUNTS PAYABLE — REMITTANCE, PAYMENT QUERIES

Payment Queries	Accounts	0345 450 4502, opt 4	accounts@highnet.com
1st Escalation	Scott MacRae <b>Finance Director</b>	01463 210 810	scottmacrae@highnet.com

# CHANNEL PARTNERS

We work closely with our network of Channel Partners, usually IT support or phone system maintainers, to deliver a full service package to our mutual customers.

HighNet are responsible for the lines and connectivity, up to the Network Termination Equipment (NTE e.g. phone line socket) installed onsite, as well as any managed routers/ equipment for VoIP phone systems that we have supplied.

Depending on the solution that is being provided, our Partner may put in their own equipment (e.g. ISDN or SIP PBX, firewalls etc.) which will be covered by a separate agreement with the Partner direct.

# FULFILMENT AND ASSURANCE

## BUSINESS HOURS

08:00 - 17:30 Monday to Friday

24/7 support for emergency faults

## FAULT REPORTING

You can report a fault with HighNet at any time. During working hours your call will be handled by the relevant team. Out of business hours your call will be taken by the on-call Support Technician, who will endeavor to respond with an update within 1 hour.

## ORDER PROCESS

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

## SERVICE LEVEL AGREEMENTS

There is a specific SLA document for Ethernet products. If you have any queries about any other products please contact HighNet Account Management.

# CARE LEVELS FOR WLR PRODUCTS

Service Level	Fault Reporting and SLA Times	Basic (Residential)	Premium Per Line Per Month	ISDN2 Per 2 Channels Per Month	ISDN30 Per Channel Per Month
Level 1	Clear by end of next working day + 1, Mon - Fri, excluding public holidays and bank holidays	Included	-	-	-
Level 2	Clear by end of next working day, Mon - Sat, excluding public holidays and bank holidays	£1.17	-	Included	Included
Level 2+	As Level 2 with dedicated Openreach Business Helpdesk & UK Case Manager with Smart Divert Facility.*	£1.60	Included	£1.60	£0.60
Level 3	Reported by 12:59 - clear by 23:59 same day. Reported after 13:00 - clear by 12:59 next day (Mon-Sun including public and bank holidays)	-	£3.50	£3.50	£2.52
Level 4**	6hr fix round the clock, 365 days a year	-	£5.00	£5.00	£3.33
Expedite	One-off charge to push current level to Level 4	£750.00	£750.00	£750.00	£750.00

\* Discounted service for More Focused Appointment helping minimise disruption to businesses with access to tighter appointments. Late morning appointments from 10:00-12:00 and early afternoon appointment slot from 14:00-16:00, available Mon-Fri and discounted Named Engineer (48hrs notice for Named Engineer)

\*\* In the event that a visit to the End User premises is required in the Highlands and Islands for a Level 4 fault Openreach will make all reasonable efforts to make an engineer available within the 6 hour period. However, it must be noted the availability of the engineer can depend on travel constraints outside Openreach's influence, such as ferries to the remote Scottish islands.

## BILLING

You will be invoiced on the 1st day of the month. Payment will then be collected on the 15th day of the month, or as close to these dates as possible.

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, as well as:

E-alerts facility with early fraud warning

Analysis tools and management reports

Full invoice history

Site and departmental management

## COMPLAINT HANDLING

We make every effort to ensure that our customers are happy with the level of service, as well as the products that they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

If you have a complaint about any part of our service, please contact our Service Delivery Team using one of the following:

By phone: 0345 450 4502

By email: [info@highnet.com](mailto:info@highnet.com)

By letter: HighNet, Cradlehall Business Park, Inverness, IV2 5GH

If you call us, our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. During any discussions we will protect the privacy of the information that we hold on you. To do this we may have to ask you questions to confirm that we are speaking to the right person.

If you make your complaint by email or in writing, we will acknowledge receipt, advise how and when we will next respond and provide you with a contact point for checking progress on the resolution of your complaint.

We will try to resolve your complaint quickly and efficiently, and to keep you informed at all times. We normally aim to resolve complaints within 7 days but, depending on the nature of the complaint, this is not always possible. However, if you are not happy with progress in resolving your complaint you can ask the person to whom you are speaking to escalate the matter to their manager, and ultimately to the Managing Director. If we cannot resolve the problem, we will write to you to say so.

If it has been more than 8 weeks from the date you first contacted us to complain or you have received a letter from us saying that your complaint has reached "deadlock", then you may ask for help from:

Ombudsman Services: Communications  
PO Box 730  
Warrington  
WA4 6WU

Tel: 0330 440 1614

Email: [enquiries@os-communications.org](mailto:enquiries@os-communications.org)

Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)

Ombudsman Services is an independent organisation which is approved by Ofcom to provide an alternative dispute resolution (ADR) service. Ofcom-approved ADR services sort out disputes between communications providers and their consumer and small business customers. Their job is to investigate complaints fairly by listening to both sides of the story. They look at the facts given to them before recommending any action that may be needed to put things right.

Alternatively, if at any time you are not satisfied with the progress of your complaint you can ask us to agree an early referral to ADR (i.e. that we issue a deadlock letter). However, we may decline to do so if we believe we will shortly resolve your complaint and are taking active steps to do so.