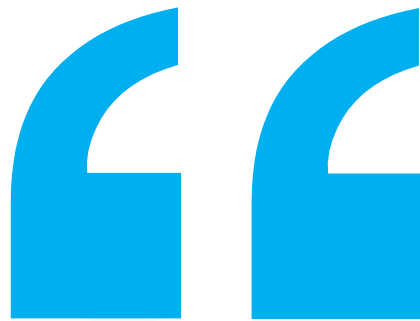




# KubeNet<sup>®</sup>

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 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

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

### Provisioning

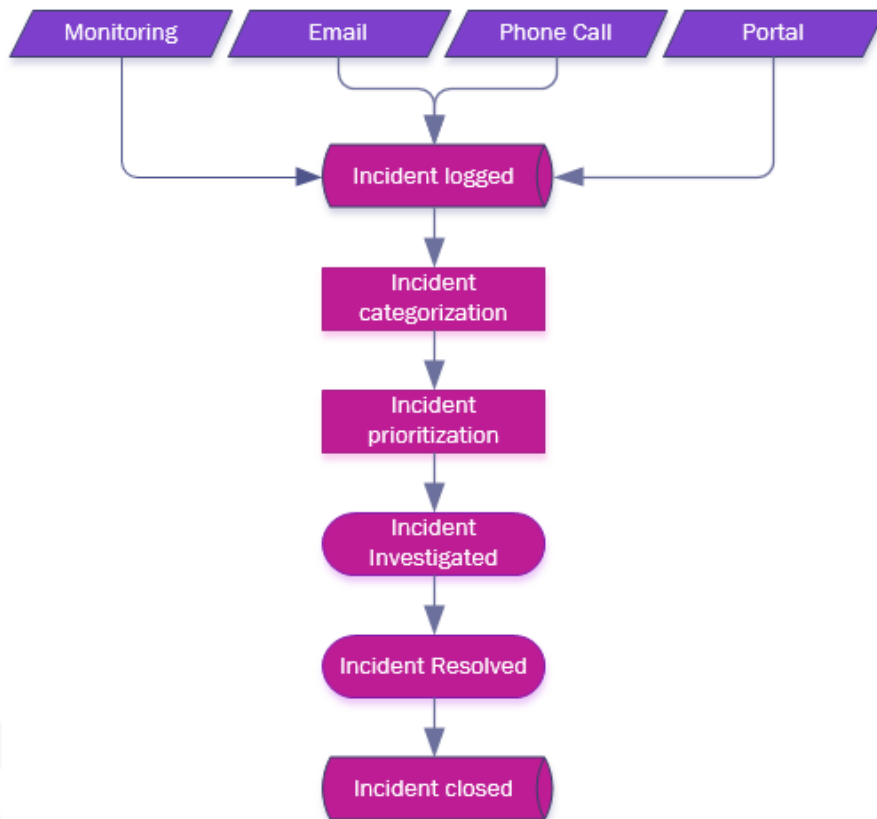
Email [provisioning@kubenet.net](mailto:provisioning@kubenet.net)  
Telephone 0344 873 4488 Option 3

### Accounts

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

## Incident Management

An incident is classed as any failure, interruption or degradation of a service provided by KubeNet. Our Incident Management procedure is based on ITIL best practice.



### Fault Reporting

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>

Please always contact us by phone for Priority 1 Incidents.

If you require access to the Self-Service portal, you can request it by emailing [support@kubenet.net](mailto:support@kubenet.net)

Before speaking to our support team regarding any fault, please ensure that you carry out all basic checks which are detailed below.

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.

## Basic Fault Checks



### Phone Line Checks

- 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?



### Broadband Checks

- 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.

*Please do not factory reset your router under any circumstances.*



### Data Connection

- 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?



### SIP & Hosted Telephony

- 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?



If you can answer **YES TO ALL**, please contact our Support Team and provide:

- **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.

## Incident Prioritisation

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

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.

## Service Level Agreement

KubeNet understands that regular communication is crucial to a good relationship, therefore our engineers will keep you fully informed throughout.

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

PRIORITY	RESPONSE
P1	Every hour
P2	Every 4 hours
P3	Every 8 hours
P4	Every 24 hours
P5	Every 48 hours

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

## 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 after all basics checks have been carried out.

### Exclusion

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 as standard come with Business Hours support. If those services are vital to your business on a 24/7 basis; please contact your Account Manager to discuss an uplift in support level.

### Escalation

We recognise 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 by phone on 0141 343 0110

### 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.

Charges are as followed:

	COST
Remote Assistance (1 <sup>st</sup> hour)	£80.00
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
Carrier Engineer visit	£175.00

\*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.

## 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.

## 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 [DPO@kubenet.net](mailto:DPO@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.



## 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.