

Fault Management Policy

Response Times

Citytalk Communications provide a dedicated Fault Management and Fault Support centre. Staffed by qualified personnel with a passion for assisting our customers. We aim to provide a prompt, positive and professional response to all your communication with us if you require technical advice or should your telephone system develop a fault.

For any major faults (Priority 1) or system failures, we aim to respond within 4 working hours and within 16 hours for a (Priority 4) fault. Our working hours are Monday to Friday, 8:30 to 17:30, excluding public holidays.

Priority Code	Description	Target Response Time
1	Critical	Within 30 minutes
2	High	Within 2 working hours
3	Medium	Within 4 working hours
4	Low	Within 4 working hours
5	Planning / Change Request	Within 4 working hours

Resolution Times

Please note that these are maximum response times. We endeavour to provide a remote fix or visit your site before the maximum response time. We'll make sure we keep you updated on the status of your ticket at regular intervals, with as much detail as possible. Where we can, we'll let you know of any additional charges you may be likely to incur, which are over and above those covered by your Full Service and Maintenance Agreement.

Priority Code	Description	Target Resolution Time
1	Critical	Within 4 working hours
2	High	Within 8 working hours
3	Medium	Within 12 working hours
4	Low	Within 16 working hours
5	Planning / Change Request	Planned

The priority codes are determined by the support team to the needs of the business. For example one person not being able to use their computer would be classed as a medium priority. A critical priority would be no one is able to send or receive emails within a business, or no one being able to make or receive calls.

System Hardware / IT Hardware

Citytalk Communications will offer repair or replacement, as appropriate, on the main components of the system maintained or IT equipment provided by us to include:

- a) Central Control Unit
- b) Exchange or Extension Cards
- c) System Handsets (proprietary terminals)
- d) Servers/PC/Laptop

So it's important to know what's not covered?

Analogue devices such as faxes, answering machines, ordinary analogue telephones etc. are not covered. Any devices not purchased from us we would still look to repair if there is an IT support contract. However if not purchased through us would not be replaced as part of the support.

If you need additional work or service alterations that aren't as a result of a fault won't be included in the maintenance agreement. We would be happy to provide these but separately with an appropriate charge.

Network Related Faults

If a problem is a carrier or network related, our Technical Support Team will carry out an initial assessment and liaise with the network provider to resolve the problem.

Escalation Procedure

Please see our Escalation Matrix for more information on this at <http://www.citytalkgroup.co.uk/images/pdf/Escalation.pdf>

If the problem is found to be a manufacturer fault, we will liaise with the manufacturer to find a resolution as soon as possible.

Who to Contact

During our office hours, for all system faults and configuration changes please call us on 01296 744310 or email us at support@citytalkgroup.co.uk.

To obtain the 'Out of Hours' phone number please refer to your Service and Maintenance Agreement.