

RHM Client Support Plan

Issue 5 – July 2022



Telephony



Internet



Voice



Mobile



Networks

Quick Contact Reference:

We want to make contacting RHM as easy as possible for our customers therefore you may get your message across via a-few different platforms:

RHM Helpdesk – Orders

Tel: 0345 337 7373
Email: orders@rhmtelecom.com

1st escalation Christina Foulkes – Team Leader

Email: christina.foulkes@rhmtelecom.com
tel: 0345 337 7373

2nd escalation Nick Thomas – Managing Director

Email: nick.thomas@rhmtelecom.com
tel: 077 409 25000

RHM Helpdesk – Faults

Tel: 0345 337 7373
Email: faults@rhmtelecom.com

1st escalation Nick Hunt – Technical Manager

Email: nick.hunt@rhmtelecom.com
tel: 0345 337 7373

2nd escalation Nick Thomas – Managing Director

Email: nick.thomas@rhmtelecom.com
tel: 077 409 25000

Mobile lost and stolen

Vodafone: +44 (0) 8080 101 280

O2: +44 (0) 8009 777 337

EE: +44 (0) 7953 966 250

Incident/Problem Management

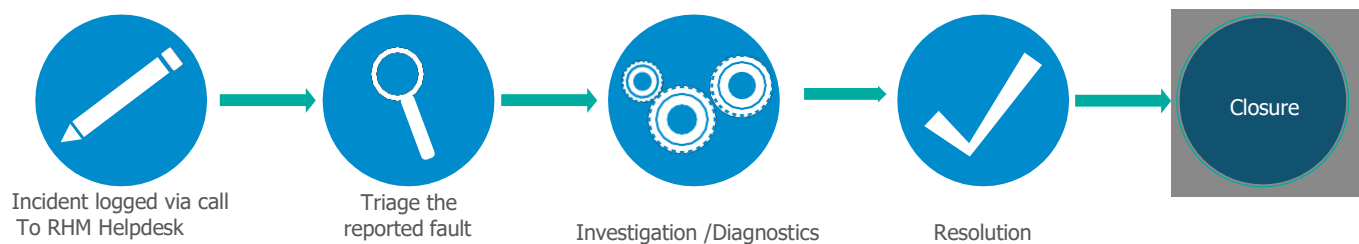
Incidents can be any failure or interruption to an RHM service. RHM's Incident Management processes are based around the ITIL best-practice. ITIL's main objective is to align business and Information Technology by working to best practices when managing IT operations and services.

Process Overview

RHM believe that clear communication is crucial to a successful working relationship. Our Helpdesk use a bespoke platform that is accessible at any time to update the customer, progress faults and to centrally manage and store all information on each reported incident.

During the life cycle of a ticket our team will keep you informed of ticket progress through to resolution / closure.

Each incident will go through the following stages:



Logging an Incident

Logging an incident is the first step in the lifecycle of a ticket. Incidents must be placed by calling RHM Helpdesk on 0345 337 7373. On Priority 1 faults always call the Helpdesk or faults@rhmtelcom.com

When an incident is created, it has to be analysed and the full symptoms have to be captured. RHM rely on you to supply as much information as you can provide in the first instance (i.e. start time of the fault, how many sites are affected, has anything changed that may have resulted in an issue etc.). This will help identify where the issue is and how to correct it. The Service Level Agreement attached to the service will also affect the prioritisation of an incident (please refer to your contract for SLA's).

After identifying an issue, RHM may ask that you carry out some simple internal checks to ensure that the incident cannot be resolved on site - for example electrical maintenance, building work or loose cable, device reboot etc. After your ticket is logged, it is recommended that all high severity requests are also followed up with a telephone call to our Helpdesk if emailed in.

The RHM Helpdesk reference number is important and should be quoted in all communication regarding the incident.

How will you log your incident?



Incident Severity Management

For Incidents logged by telephone the initial triage stage is performed by the 1st Line Diagnostics team who receive the call.

Incident Management

Incident priority will be affected by the category of incident:

1

Priority High - a fault which results in a total loss of Site and / or Internet Bandwidth Availability.

2

Priority Medium - a problem which does not result in a total loss of Site and / or Internet Service Availability but which is Service affecting and having a major effect on multiple users or the Customer's business.

3

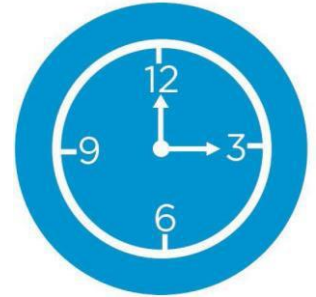
Priority Low - a problem which does not result in a total loss of Site and / or Internet Service Availability but which affects a single user or results in diminished response or performance of the Service.

4

Informational - a request for information pertaining to a non-service relating issue.

Helpdesk

- Standard cover is managed Monday – Friday from 08:30 through to 17:00 hours
- Non Standard is managed subject to client contract
- Managed Contracts - RHM monitor managed services via our monitoring platform where applicable (telephone systems, routers and switches)
- Reporting which is sent through to Director level in order to monitor ticket progress, escalations and longer term issues.



Incident Progression

RHM understand that regular communication is key to a good relationship therefore RHM Helpdesk will keep you fully informed along the way.

Below you find an example of how we respond to your RHM Helpdesk tickets with emailed communication in order to keep you informed.

Severity	Target RHM response
P1	One Hour
P2	Four Hours
P3	Four Hours
P4	Eight Hours

Severity	Target RHM updates during an Incident
P1	Every Two Hours
P2	Every Four Hours
P3	Every Eight Hours
P4	Every Twenty Four Hours

Product response & resolution times

RHM Services	Response Time *	Target Maximum Resolution Time *
PSTN Line (Care level 2)	4 Hours	End of next working day
PSTN Line (Care level 3)	4 Hours	AM clear by midnight PM clear by 12:59 next day
PSTN Line (Care level 4)	4 Hours	6 Hours
Broadband	4 Hours	45 Hours (DSL Standard Care) 24 Hours (DSL Enhanced Care)
Leased Line & EFM	4 Hours	6 Hours (EFM = 8 Hours)
Ethernet Over FTTC	4 Hours	8 Hours
Telephony	4 Hours	16 Hours
Mobile network	4 hours	8 Hours

Incident Closure

Our Helpdesk team will actively contact you either by telephone or email where necessary when resolving a ticket. All communication will be documented within the ticket.

If our Helpdesk do not get a response from you after three attempts at contact, across three separate days, we will set the ticket status to Resolved/Closed and you will receive an email notification (to the designated email address or distribution group) advising of the resolution notes for that particular incident. Please note that these tickets can be re-opened if your testing proves the issue has not been rectified to your satisfaction



P4 or Change Management Lead times

RHM Services	Response Time *	Target Maximum Resolution Time *
Telephony – simple remote change	8 Hours	48 clock hours
Telephony – complex remote change	8 Hours	3 -5 working days
Telephony – on site work	8 Hours	10 – 15 days (subject to available parts)
Mobile – bolt on	8 Hours	24 clock hours
Mobile – sim activation	8 Hours	24 clock hours
Mobile - cease	8 Hours	24 clock hours
Mobile - port	8 Hours	3 working days

RFC (request for change) Remote Programming charges must be emailed to orders@rhmtelcom.com

1. Simple changes

Simple changes are defined as remote programming changes that RHM estimate will take less than 15 minutes to complete.

Examples of simple changes are;

Set up new user

Set up a divert

£30.00 charge per change during normal working hours

£45.00 charge per change out of hours

2. Complex changes

Complex changes are defined as remote programming changes that RHM estimate will take more than 15 minutes to complete.

Examples of complex changes are;

Re-build incoming call flows,

setting up a new auto attendant menu

£135.00 charge per hour or part thereof during normal working hours

£185.00 per hour out of hours

Charges will automatically be added to your monthly RHM bill unless you specify you require a separate invoice.

Hosted Telephony customers have the option to make simple changes themselves via their admin portal. Web based training is available for a charge of £135 per hourly session. Please contact RHM Helpdesk if you would like to arrange via orders@rhmtelcom.com or call 0345 33 77 373.



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