

Yo Telecom Service Level Guide

Yo Telecom's Core Value #1 is to "go above and beyond with service to wow everyone". So when one of our team hears that you need help, their immediate intention will be to give you the help you need in a fast and friendly manner. And to do it a little better, and a little quicker, than you expected.

It doesn't matter who you speak to. Whether it's someone in service or, in fact, someone in sales - the entire company has a strong customer service spirit. And not just any sort of customer service, the very best service possible. Whenever it's needed.

The ability to provide a WOW service is a characteristic we look for when hiring people and, once we hire someone, they go through extensive training to add to their natural strength in service, making our customer service world-class.

So when you look over the service time guides below, take them with a pinch of salt because you'll probably get the help you need much faster.

**All the best,
Ryan O'Carroll Co-Founder"**



Contact Hours: Monday - Sunday 24 hour service.

This Service Level Guide covers services provided directly by Yo Telecom. It is limited to the equipment, software and network infrastructure that Yo Telecom has direct control of.

Services provided by third parties are covered by the SLA of the respective third parties (e.g. internet supply, customer equipment and Openreach Line Faults).

1. Service Availability

1.1. Yo Telecom has a Target Service Availability of 99.9%. **1.2.** Yo Telecom will use its best efforts to meet the service levels outlined above. **1.3.** The service availability is provided by using the services that are in direct control of Yo Telecom.

2. Service Faults

2.1. Raising A Fault: Customers of Yo Telecom can raise faults via the following methods: **2.1.1.** By calling Yo Telecom on 02380516980 and choosing the relevant option. **2.1.2.** By sending an email to: support@yotelecom.co.uk

2.2. Faults must include the following information

2.2.1. Identification (e.g. name/company/address) **2.2.2.** Affected Line Number **2.2.3.** Information of Fault

2.3. Once a fault has been raised, this is logged on Yo Telecoms ticketing system and will be assigned a priority level: **2.3.1.** Urgent - Complete service outage **2.3.2.** High - Intermittent services (e.g. broadband dropping, intermittent calls) **2.3.3.** Normal - Service changes (e.g. alterations)

2.4. Target Response Time:

2.4.1. Yo Telecom will acknowledge a customer's report of a fault immediately after a fault being reported.

2.5. Target Repair Time:

2.5.1. Yo Telecom aim to repair any Normal - High Priority Faults with within 4 hours of the fault being logged. **2.5.2.** Yo Telecom aim to repair any Urgent Priority Faults within 1 hour of

the fault being logged. **2.5.3.** If the fault is due to a third party the SLAs outlined will not apply and

those of the respective third parties will.

2.6. End of Fault:

2.6.1. A fault is closed when the service is restored and has been confirmed with the customer and the duration of the fault will be logged. **2.6.2.** If the problem continues after the fault has been closed, the fault will

be reopened and the duration will be adjusted as necessary.

2.7. Escalation Procedure:

2.7.1. To escalate a fault or issue the customer must contact our client relations manager **2.7.2.** In the event that the customer is still unsatisfied with the level of service received, the customer can refer to Yo Telecoms complaint procedure which can be found at: <https://www.yotelecom.co.uk/wp-content/uploads/2020/01/Yo-Telecom-Complaints-Policy1.pdf>

3. Planned and Emergency Work:

3.1. The customer will receive a reasonable and timely notification from Yo Telecom via email of planned disruptions or maintenance works (including but not limited to measurements, outage fixing and upgrades, 'planned works'). The notice period will be between 24 - 48 hours for planned engineer work, however, this is subject to change based on engineer availability.

3.2. Works carried out by a third party do not operate to the SLAs outlined within this document and only by the SLAs outlined by the relevant third parties.