Stream Customer Service Plan v0.01

Contents:

1. Support Options and Hours:

1. **Standard Support Hours:**

   - Standard support is available from 8:30 AM to 6:00 PM, Monday to Friday.

   - During these hours, customers can contact support for general inquiries, assistance, and issue resolution.

2. **24/7 Support for Enhanced care, Ethernet, or Cloud Services:**

   - 24/7 support is exclusively available for Enhanced care, Ethernet, and Cloud services.

   - Customers utilising these services can raise support requests regarding these services at any time, including weekends and holidays.

   - All other services are covered by our standard support.

2. Communication Channels:

- **Phone Support:**

  - Customers can reach our support team by calling our dedicated support hotline on 01635 884171 during standard support hours.

  - For urgent issues outside of our standard hours, customer with enhanced care, Ethernet or Cloud services have access to our 24/7 phone number. If you are utilising these services and do not have our dedicated out-of-hours phone number, please contact your account manager, or contact our support team to request it.

- **Email Support:**

  - Support requests can be emailed to support@stream-networks.co.uk.

  - Our team will respond promptly during standard support hours and for 24/7 support customers.

- **Cascade Portal:**

  - Customers have the option to submit support tickets through our Cascade Portal, accessible on our website https://cascade.streamnetworks.co.uk/.

  - The portal provides a convenient platform for tracking the status of support requests and accessing self-help resources.

3. Issue Resolution:

- **First Contact Resolution:**

  - Our support team strive for first-contact issue resolution to minimise customer efforts.

  - We equip our customer service representatives with the necessary tools and training.

4. Feedback Mechanisms:

- **Surveys and Feedback Forms:**

  - Stream provides customer satisfaction surveys after each ticket resolution. We encourage customers to complete these as honestly as possible.

  - We regularly collect and review feedback to identify areas for improvement.

5. Timely Updates:

- **Proactive Communication:**

  - We endeavour to keep customers informed about service outages, upgrades, and maintenance in advance by providing real-time updates during service disruptions.

  - Our network status page can be found here: http://status.streamnetworks.co.uk/

  - We encourage customers to subscribe to our status page for live updates.

6. Escalation Path:

Level	Escalate to	Criteria for escalation
Tech Support Engineers	Senior Engineers	• Any request open for more than two working days • Any pending ticket more than five working days • Any faults with less than 20% of SLA time remaining • Anything that they have not been trained on
Senior Engineers	Technical Director	Senior engineers are encouraged to use their experience and judgement when deciding when to escalate – All engineers can escalate to Internal and external teams using the documented process provided by each supplier

7. Service Level Agreements (SLAs):

Level	Description
1 - Emergency	Total Loss of service – Circuit or Equipment Failure
2 - Major	Intermittent service, significant packet loss, significant degradation of service.
3 - Minor	Minor intermittent packet loss, minor degradation of service.
4 - Change Request	Modifications to Stream configurations

Service	Level	Response time	Repair time
Ethernet Service	1 - Emergency	4 Hours	6 Hours
	2 - Major	6 Hours	8 Hours
	3 - Minor	Next Working Day	5 Working Days
	4 - Change Request	3 Working Days	No Guarantee
Broadband (Enhanced)	1 - Emergency	4 Hours	Next Working Day
	2 - Major	Next Working Day	3 Working Days
	3 - Minor	3 Working Days	No Guarantee
	4 - Change Request	5 Working Days	No Guarantee
Broadband	1 - Emergency	6 Working Hours	40 Working Hours
	2 - Major	Next Working Day	5 Working Days
	3 - Minor	3 Working Days	No Guarantee
	4 - Change Request	3 Working Days	No Guarantee
Server (Cloud & Colo)	1 - Emergency	4 Hours	6 Hours
	2 - Major	6 Hours	Next Working Day
	3 - Minor	Next Working Day	5 Working Days
	4 - Change Request	3 Working Days	No Guarantee
DNS (Domains)	1 - Emergency	6 Working Hours	Next Working Day
	2 - Major	Next Working Day	5 Working Days
	3 - Minor	3 Working Days	No Guarantee
	4 - Change Request	5 Working Days	No Guarantee
Email	1 - Emergency	6 Working Hours	3 Working Days
	2 - Major	Next Working Day	5 Working Days
	3 - Minor	3 Working Days	No Guarantee
	4 - Change Request	5 Working Days	No Guarantee
Mobile Broadband	1 - Emergency	6 Working Hours	40 Working Hours
	2 - Major	Next Working Day	5 Working Days
	3 - Minor	3 Working Days	No Guarantee
	4 - Change Request	3 Working Days	No Guarantee
VOIP	1 - Emergency	2 Working Hours	4 Working Hours
	2 - Major	4 Working Hours	8 Working Hours
	3 - Minor	3 Working Days	No Guarantee
	4 - Change Request	5 Working Days	No Guarantee

8. Service Improvement Announcements:

- Your account manager will keep you informed about ongoing service improvements and new features, but feel free to follows us on the below social media platforms:

Social Media Platform	URL
LinkedIn	https://uk.linkedin.com/company/stream-networks-ltd_2
Facebook	https://www.facebook.com/streamnetworks1
Twitter	https://twitter.com/stream_networks
YouTube	http://www.youtube.com/@streamnetworks4079
Instagram	https://www.instagram.com/streamnetworksltd

9. Online Account Management:

- We developed a user-friendly online account management system called Cascade.

- Our Cascade portal enables customers to manage their accounts, check usage, and troubleshoot issues online.

- If you do not already have access to https://cascade.streamnetworks.co.uk/ please contact your account manager or email a request to ops@stream-networks.co.uk.

10. Service Customisation:

- **Tailored Service Plans:**

- If our standard service plans do not meet your requirements, please discuss this with your account manager to see if we tailor a plan for your needs.

11. Legal Compliance and Comprehensive Terms of Service:

- Full details can be found on our website: https://www.streamnetworks.co.uk

12. Monitoring and Evaluation:

- Established regular monitoring and evaluation mechanisms allow us to assess the effectiveness of our customer service plan. We use key performance indicators (KPIs) such as customer satisfaction scores, resolution times, and feedback metrics to make data-driven improvements.

- By incorporating these elements into our customer service plan, we can create a robust framework that prioritises customer satisfaction, efficient issue resolution, and continuous improvement. Our Senior Management Team regularly review and update the plan to adapt to changing customer needs and technological advancements.