

Service SLAs.

Global 4, Global House, 60b Queen Street, Horsham, West Sussex, RH13 5AD.

Thank you for partnering with us.

Thank you for choosing Global 4 as your trusted technology partner.

This document has been designed to provide you with a clear overview of how to access our support services them, and what you can expect from us. It outlines our service levels and escalation procedures, to ensure your business receives the highest standard of support at all times.

Our aim is to make working with Global 4 simple, transparent, and reliable, so you can focus on running your business while we take care of your technology.

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How to raise a support case.

Global 4 offer different options for raising support cases. Whilst any option is available for any type of case, we do have strong recommendations on when to use each method which are outlined below.

Hours of Operation

Our support team is available Monday to Friday 8am to 6pm, excluding UK public holidays. 24/7 Out-of-hours support is available as part of an extended support contract. This is accessed by calling the same in-hours support number, where you will be presented with an option to access the out-of-hours support facility.

Clients contacting out of hours support without a valid extended support contract in place will be charged an hourly rate for using this service. If you would like to discuss extended support hour options, please contact your Account Manager.

Support Contact Details

These are the central contact numbers and email address to reach Global 4. For a more efficient route into support, please call your direct Pod telephone number. This takes you directly to your pod team for assistance. To raise a ticket via email or telephone with the Service Desk, please provide the following information:

- Company and Contact Name
- Contact Telephone Number
- A brief description of the fault, including any error messages or error codes, or a request for the change required.

Managed IT Services Support

Email Address: it.customersupport@global4.co.uk
Phone Number: 01403 272 910 / Pod Direct Dial

Telephony / Connectivity Support

Email Address: support@global4.co.uk
Phone Number: 01403 272 910 / Pod Direct Dial

Raising a case by phone

You can call the Service Desk for immediate assistance. We advise calling for the most critical and service impacting issues, referred to as P1 and P2 service requests/incidents.

Examples are:

- Business operations have been severely disrupted.
- Outages to Internet for all users
- Security breach with notable operational or reputational impact to the business, affecting users.

Raising a case by Email

You can email your support issue or request to the support team. This will be assessed by the service team and assigned to the relevant Pod or technician for progression and resolution of the case.

We recommend using email for non-urgent issues. It can be helpful to raise requests via email where you need to send screenshots or attachments through to the support team, where additional detail/ context may be needed or authorisation from an additional staff member is required.

Examples are:

- PC running slow.
- Group Changes & File Permissions
- Mailbox access requests

Escalations and Complaints

If you need to escalate an existing request or incident to the Service Management team at Global 4, please follow the process below.

A ticket can be escalated in the following circumstances:

- You believe that a ticket has been given an incorrect priority.
- You have not received a response to your ticket within the agreed SLA.
- You are unhappy with the response / level of service you have received.
- The issue has worsened / become more urgent.

Ticket Raised

Request/Incident is logged to the Service Desk.

Ticket Allocated

The request/Incident is allocated to an engineer and assigned a priority.

First Escalation - Contact Support

Escalation via the Technician assigned to the request/Incident – by email or phone.

Second Escalation - Service Desk Manager

IT Escalation - Peter Halasz | Peter.halasz@Global 4.co.uk

Telephony Escalation - Ross Sheldon | ross.sheldon@global4.co.uk

Or via Support phone number

Third Escalation - Chief Operations Officer

Matt Twigg | matt.twigg@global4.co.uk | 01403 272 910

If your experience of our team has not met expectations, please contact us using the escalation path or:

Email: feedback@global4.co.uk | **Phone:** 01403 272910

Telephony

Service Level Agreements.

The Telephony SLAs outlined below define response and resolution targets for faults and service issues affecting voice services. These SLAs are designed to minimise service disruption and ensure reliable telephony performance.

We reserve the right to downgrade the priority of a logged ticket if we believe that the impact/urgency requested by the client does not reflect the nature of the request or incident.

Level	Description	Target Response (Working Hours)
P1	Full-service outage (phones, broadband or equipment) <ul style="list-style-type: none"> Fault within 1 month of installation Equipment failure – total service outage (inc. mobile) Full Connectivity Outage Major Incidents (P1's) or urgent service requests must be raised by telephone.	1 Hour
P2	Partial Service Outage (phones, broadband or equipment) <ul style="list-style-type: none"> Intermittent connection Slow speeds (if identified as less than 30% reduction of contracted speeds) Change request to system configuration P2 requests or incidents can be raised using phone or email	1 Hour
P3	Slow speeds (if identified as less than 30% reduction of contracted speeds) <ul style="list-style-type: none"> Wi-Fi Issues Equipment Failure (no impact to service) 1 User / 1 extension fault Change request to user configuration Please raise P3 requests or incidents by email.	4 Hours
P4	<ul style="list-style-type: none"> General queries (example: Wi-Fi password) Service queries (example: Number of Licenses) Please raise P4 requests or incidents by email.	8 Hours

Mobile Phones and SIM Cards

Service Level Agreements.

The Mobile Phone SLAs below outline response and resolution targets for mobile services, devices, and related faults. These SLAs are designed to support service continuity and minimise disruption to mobile users.

We reserve the right to downgrade the priority of a logged ticket if we believe that the impact/urgency requested by the client does not reflect the nature of the request or incident.

Mobile Order Type	Delivery Time
Hardware	2 working days
SIM only	1 working day (raised by 12pm)
Port / Migration	Next working day if raised before 12pm and if not, 2 working days
Tariff Changes / Bolt on	Same working day if raised before 3pm and if not, next working day

Mobile Support	Delivery Time
Replacement Hardware	1 Working Day (raised by 12pm)
SIM Activation	Activated within 1 working hour (Network SLA up to 24 hours)
SIM Replacement	1 working day (raised by 12pm)
Dongles / 4G Backup	1 working day (raised by 12pm)
Adding / Removing Features / Bars	Same day (raised by 3pm)
Diverts	Same day (raised by 3pm)
Network Fault	2 working days

Connectivity (Lines and Broadband)

Service Level Agreements.

The Connectivity SLAs below apply to faults and service issues affecting lines and broadband services. Resolution targets are governed by network availability and supplier SLAs, with the objective of restoring connectivity as quickly as possible.

We reserve the right to downgrade the priority of a logged ticket if we believe that the impact/urgency requested by the client does not reflect the nature of the request or incident.

Carrier Care Level	Network Carrier (The clock starts when the fault is raised to the provider by Global 4)	Global 4 (The clock starts when the fault is created on Global 4's system)
1	2 Working Days	2.5 Working Days
2	1 Working Day (Monday - Saturday)	2.5 Working Days
3	Same Day (Raised Pre 1pm)	1 Working Day
4	6 Working Hours (Raised anytime, any day)	7 Working Hours

Hardware and Software

Service Level Agreements.

The Hardware and Software SLAs below define support targets for faults, failures, and service requests relating to supported devices and applications. These SLAs ensure timely diagnosis, repair, or replacement where applicable.

We reserve the right to downgrade the priority of a logged ticket if we believe that the impact/urgency requested by the client does not reflect the nature of the request or incident.

Level	Description	Fix Type	Resolution Time
1	Full-service outage <small>(phones system or equipment failure)</small>	Remote Repair Replacement Hardware Site Repair	5 working hours 1 working day <small>(raised by 12pm)</small> Up to 1 working day
2	Partial Service Outage <small>(phones or equipment failure)</small> Intermittent connection Slow speeds <small>(if 30% + reduction of contracted speeds)</small> Change request to configuration.	Remote Repair Replacement Hardware Site Repair	6 working hours 1 working day <small>(raised by 11am)</small> Up to 2 working days
3	Slow speeds <small>(if 30% + reduction of contracted speeds)</small> Wi-Fi Issues Equipment Failure <small>(no impact to service)</small> 1 User / 1 extension fault Change request to user configuration	Remote Repair Replacement Hardware Visit Fix	7 working hours 1 working day <small>(raised by 10am)</small> up to 5 working days
4	General queries <small>(example: Wi-Fi password)</small> Service queries <small>(example: Number of Licenses)</small>	Remote	4 hours (resolution)

IT Support

Service Level Agreements.

The IT Support SLAs below set out response and resolution times for incidents, requests, and faults related to managed IT services. Targets are based on issue severity and aim to maintain system stability and user productivity.

We reserve the right to downgrade the priority of a logged ticket if we believe that the impact/urgency requested by the client does not reflect the nature of the request or incident.

Level	Description	Target Response (Working Hours)	Target Resolution (Working Hours)
P1	<p>Total loss of service at a customer site.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Significant risk of data loss or corruption • Major service outage affecting most or all users • Severe business disruption • Internet or network outage for all users • Major security breach with operational or reputational impact <p>P1 incidents must be reported by telephone</p>	1 Hour	8 Hours
P2	<p>Severe service degradation at one or more sites.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Business operations limited or restricted • Single user unable to log in with no workaround • Outage affecting multiple users • Temporary workaround available • Security breach affecting a single user or mailbox <p>P2 Requests should be raised by phone, or email</p>	1 Hour	24 Hours
P3	<p>Minor service impact; business largely operational.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Printer issue for one user • Email send/receive issues for one user • Email bounce problems • Mailbox access requests <p>P3 Requests should be raised by Email</p>	4 Hours	48 Hours
P4	<p>Requests or configuration changes</p> <p>Examples:</p> <ul style="list-style-type: none"> • New user setup • Software installation requests • Email signature changes <p>P4 Requests should be raised by Email</p>	8 Hours	60 Hours

Service Credits

Global 4 will always endeavour to respond and resolve faults within their defined SLAs. *Network SLAs are defined and driven by 3rd party network carriers.* In the event of a Network Carrier SLA being breached, Global 4 will proactively seek service credits from said supplier and award the customer 100% of any agreed credits.

Service Levels

Global 4 shall use its reasonable endeavours to meet the applicable service levels but shall not be liable to the Customer for any failure to do so where such failure arises from circumstances outside its reasonable control, including without limitation any act or omission of a Carrier, Airtime Provider, supplier or other third party.

Thank you for your time.

Should you need any further assistance,
please get in touch with our team.