



Requesting Moves and Changes

Please e-mail support@vandercom.co.uk or call the support line number on 0344 259 8000. A Support Ticket will be raised and you will receive an email with the Support Ticket Number. As and when the change has been actioned you will be notified either by email or telephone call.

On completion of your requests your Support Ticket is closed.

Reporting a Fault

On the rare occurrence that you will need to contact Vandercom with a fault we have a defined process in place to make sure it is dealt with quickly and effectively.

Please e-mail to support@vandercom.co.uk or call the support line number on 0344 259 8000.

If a fault is reported via telephone to the Support Team a Support Ticket will be raised and you will receive an email with the Support Ticket Number. This will then be escalated to Tier 1 and Tier 2 Support.

In the event that Tier 2 cannot resolve the problem it would be escalated to Tier 3 Support and Technical for investigation.

Vandercom will endeavour to keep you updated on the progress and the timescales (if these are available).

In the event of a major outage affecting many users, we will endeavour to keep everyone updated on progress and timescales by email and on our Twitter page – www.twitter.com/vandercom.

On resolve of a fault your Support Ticket is closed.



Service Level Agreement (SLA)

SLA's are service targets that we actively measure against and commit to hit on all Support Cases. The specified response times are estimates and may be shorter or longer depending on the complexity of work required.

	Office Hours	Out of Hours
Critical and Major Faults	1 hour response	By 10:00 Next Working Day
Minor and information faults	4 hours	By 13:00 Next Working Day
Other	Reasonable Endeavours	Reasonable Endeavours

Definition

1st Line (Tier 1)	Gathering of customer information including standard questions, establishing whether this is an isolated incident or part of an existing issue. Logging of a support ticket, and putting in place basic fixes.
2nd Line (Tier 2)	Analysis of problem based on information gathered by 1st line plus further use of available tools to diagnose and fix where possible.
3rd Line (Tier 3)	In-depth analysis and resolution of complex or broad impact faults requiring tools not available to 2nd line. Special Faults Investigation (SFI) Engineers.

For **Line Care levels** and BT Openreach Fix times for faults please click [here](#).

For **Dedicated Access Broadband Circuits** (Ethernet / GEA / EFM) Service Level Agreements click [here](#).

To avoid any misunderstanding, we ask that you review the [terms and conditions](#) related to your specific service(s). And to find out how we use your data and why, see our [privacy policy](#).

Office Hours

Our office hours are 9am–5.30pm Monday–Friday, closed weekends and Bank Holidays. Calls to 03 numbers are charged at local rates from UK landlines and inclusive of Mobile minute landline call bundles. Costs may vary with other Landline calls providers or Mobile Network Providers.