



## Fault Management Policy

### 1. Response Times

YTL provide a dedicated Fault Management and Fault Support centre. Staffed by qualified personnel with a passion for assisting our customers. We aim to provide a prompt, positive and professional response to all your communication with us if you require technical advice or should your telephone system develop a fault.

For any major faults (Priority 1) or system failures, we aim to respond within 4 working hours and within 16 hours for a (Priority 4) fault. Our working hours are Monday to Friday, 8:30 to 17:30, excluding public holidays.

Priority Code	Description	Target Response Time
1	Critical	Within 30 Minutes
2	Medium	Within 2 Working Hours

The priority codes are determined by the support team to the needs of the business. For example, one person not being able to use their computer would be classed as a medium priority. A critical priority would be no one is able to send or receive emails within a business, or no one being able to make or receive calls.

### 2. System Hardware/ IT Hardware

YTL will offer repair or replacement, as appropriate, on the main components of the system maintained or IT equipment provided to us include:

- a) Central Control Unit
- b) Exchange or Extension Cards
- c) System Handsets (proprietary terminals)
- d) Servers/PC/Laptop

So, it's important to know what's not covered:

Analogue devices such as faxes, answering machines, ordinary analogue telephones etc. are not covered. Any devices not purchased from us we would still look to repair if there is an IT support contract. However, if not purchased through us would not be replaced as part of the support. If you need additional work or service alterations that aren't as a result of a fault won't be included in the maintenance agreement. We would be happy to provide these but separately with an appropriate charge.

### 3. Network Related Faults

If a problem is a carrier or network related, our Technical Support Team will carry out an initial assessment and liaise with the network provider to resolve the problem.

## 4. Escalation Procedure

In the first instance of Escalation, please contact:

Adam Berry  
Head of Operations & Growth  
08448 470080  
adam@ytl.uk.com

If the problem is found to be a manufacturer fault, we will liaise with the manufacturer to find a resolution as soon as possible.

## 5. Who to Contact

During our office hours, for all system faults and configuration changes please call us on 08448 470080 or email us at support@ytl.uk.com