

Infinity Group

# Service & Escalations



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# 1. Document Purpose

This document outlines the path and timeframes to follow in the event that an escalation is required, due to a failure of service or SLA.

If you escalate by phone and the contact is unavailable, please leave a message and wait for their reply. Failure to follow the correct process may result in delays in resolution.

If the escalation is made by email, please send directly to the intended recipient and cc any relevant parties. All previous correspondence should be included. Also please note that when the next escalation has more than one contact, all parties should be included.

In the absence of any contacts listed, please be directed to the secondary contact stated in their out of office message.

Please note for faults, out of hours escalation process (17:30-08:30) is detailed in the SLA document separately, as the process is slightly different after this time. Please ensure you are following the correct process depending on the time of your escalation.

**If you feel that that your data has been in any way compromised, please also follow the below escalation process to detail this.**

## 2. Business Services – IT Support

Escalations relating to IT Support Services can be made between 08:30-17:30 hours Monday to Friday. (excluding UK Public and Bank Holidays)

	Contact Details	Escalation Timescales
Fault Reporting	Support Team Tel: 0345 450 4600 Email: <a href="mailto:support@infinitygroup.co.uk">support@infinitygroup.co.uk</a>	Please see SLA Document for further details of process and support
Out of Hours Support (17:30 – 08:30)	Support Team Tel: 0345 450 4600	Please see SLA Document for further details of process and support
SLA Document	SLA Document detailing processes & support levels	Please ask your Account Manager for relevant SLA documents

### 3. Business Services – Telephone System Maintenance

Escalations relating to Telephone System Maintenance Services can be made between 08:30-17:30 hours Monday to Friday. (excluding UK Public and Bank Holidays)

	Contact Details	Escalation Timescales
Fault Reporting	Support Team Tel: 0345 450 4600 Email: <a href="mailto:support@infinitygroup.co.uk">support@infinitygroup.co.uk</a>	Please see SLA Document for further details of process and support
Out of Hours Support (17:30 – 08:30)	Support Team Tel: 0345 450 4600	Please see SLA Document for further details of process and support
SLA Document	SLA Document detailing processes & support levels	Please ask your Account Manager for relevant SLA documents

## 4. Business Services – Network Services

**Network services include; Broadband, EFM, Leased Line, Calls & Lines, SIP & Horizon**

Escalations relating to Network Services can be made between 08:30-17:30 hours Monday to Friday.  
(excluding UK Public and Bank Holidays)

	Contact Details	Escalation Timescales
<b>Fault Reporting</b>	Support Team Tel: 0345 450 4600 Email: <a href="mailto:support@infinitygroup.co.uk">support@infinitygroup.co.uk</a>	Please see SLA Document for further details of process and support
<b>Out of Hours Support (17:30 – 08:30)</b>	Support Team Tel: 0345 450 4600	Please see SLA Document for further details of process and support
<b>SLA Document</b>	SLA Document detailing processes & support levels	Please ask your Account Manager for relevant SLA documents

## 5. Fault Escalations – IT Support

Escalations relating to IT Support Services can be made between 08:30-17:30 hours Monday to Friday. (excluding UK Public and Bank Holidays)

	Contact Details	Process
Escalation LEVEL 1	<p><b>Service Desk Administrator</b></p> <p>Matthew Richards</p> <p>Tel: 0345 450 4600</p> <p>Email: <a href="mailto:Matthew.Richards@infinitygroup.co.uk">Matthew.Richards@infinitygroup.co.uk</a></p>	<p>If level 1 does not acknowledge the escalation within 1 hour, please escalate to level 2. Monday to Friday – 08.30-17.30 (excluding UK public and bank holidays)</p>
Escalation LEVEL 2	<p><b>Service Desk Team Leader</b></p> <p>Rachel Malham</p> <p>Tel: 0345 450 4600</p> <p>Email: <a href="mailto:Rachel.Malham@infinitygroup.co.uk">Rachel.Malham@infinitygroup.co.uk</a></p>	<p>If level 2 does not acknowledge the escalation within 1 hour, please escalate to level 3. Monday to Friday – 09.00-17.00 (excluding UK public and bank holidays)</p>
Escalation LEVEL 3	<p>Your dedicated <b>Account Manager</b></p>	

## 6. Fault Escalations – Telephone System Maintenance

Escalations relating to Telephone System Maintenance Services can be made between 08:30-17:30 hours Monday to Friday. (excluding UK Public and Bank Holidays)

	Contact Details	Process
Escalation LEVEL 1	<b>Service Desk Administrator</b> Matthew Richards Tel: 0345 450 4600 Email: <a href="mailto:Matthew.Richards@infinitygroup.co.uk">Matthew.Richards@infinitygroup.co.uk</a>	If level 1 does not acknowledge the escalation within 1 hour, please escalate to level 2. Monday to Friday – 09.00-17.00 (excluding UK public)
Escalation LEVEL 2	<b>Service Desk Team Leader</b> Rachel Malham Tel: 0345 450 4600 Email: <a href="mailto:Rachel.Malham@infinitygroup.co.uk">Rachel.Malham@infinitygroup.co.uk</a>	If level 2 does not acknowledge the escalation within 1 hour, please escalate to level 3. Monday to Friday – 08:30-17.30 (excluding UK public and bank holidays)
Escalation LEVEL 3	Your dedicated <b>Account Manager</b>	



## 7. Fault Escalations – Broadband Services

Escalations relating to Network Services can be made between 08:30-17:30 hours Monday to Friday. (excluding UK Public and Bank Holidays)

	Contact Details	Process
Escalation LEVEL 1	<b>Service Desk Administrator</b> Matthew Richards Tel: 0345 450 4600 Email: <a href="mailto:Matthew.Richards@infinitygroup.co.uk">Matthew.Richards@infinitygroup.co.uk</a>	If level 1 does not acknowledge the escalation within 1 hour, please escalate to level 2. Monday to Friday – 8.30-17.30 (excluding UK public and bank holidays)
Escalation LEVEL 2	<b>Service Desk Team Leader</b> Rachel Malham Tel: 0345 450 4600 Email: <a href="mailto:Rachel.Malham@infinitygroup.co.uk">Rachel.Malham@infinitygroup.co.uk</a>	If level 2 does not acknowledge the escalation within 1 hour, please escalate to level 3. Monday to Friday – 08:30-17.30 (excluding UK public and bank holidays)
Escalation LEVEL 3	Your dedicated <b>Account Manager</b>	

## 8. Business Services - Provisioning

Escalations relating to Provisioning can be made between 08:30-17:30 hours Monday to Friday. (excluding UK Public and Bank Holidays)

	Support Level	Contact	Timescale
Provisioning process	Orders should be placed using the Order Acknowledgement Form which is available from your Account Manager	Email: <a href="mailto:provisioning@infinitygroup.co.uk">provisioning@infinitygroup.co.uk</a> Tel: 0345 450 4600	n/a
Queries and Updates	<b>Provisioning Operations Team</b>	Email: <a href="mailto:provisioning@infinitygroup.co.uk">provisioning@infinitygroup.co.uk</a> Tel: 0345 450 4600	24 hour
Escalation LEVEL 2	<b>Procurement Team Manager</b> Robert Healy	Email: <a href="mailto:robert.healy@infinitygroup.co.uk">robert.healy@infinitygroup.co.uk</a> Tel: 0345 450 4600	4 hour

## 9. Business Services - Billing and Customer Operations

Escalations relating to Billing and Customer Service can be made between 08:30-17:30 hours Monday to Friday. (excluding UK Public and Bank Holidays)

	Support level	Contact	Timescale
Queries and Account Updates	Billing team	Email: <a href="mailto:finance@infinitygroup.co.uk">finance@infinitygroup.co.uk</a> Tel: 0345 450 4600	48 hour
Escalation LEVEL 2	Credit controller <b>Maddy Page</b>	Email: <a href="mailto:maddy.page@infinitygroup.co.uk">maddy.page@infinitygroup.co.uk</a> Tel: 0345 450 4600	48 hour