

service plan

Introduction

The service plan

Thank you for choosing eve Wholesale for your voice and connectivity services. The eve Wholesale service desk is the first point of contact for help and escalation in the operations team. This Service Plan will help you with any information you need to contact eve Wholesale and will guide you through managing your existing and new orders.

The plan is a working document that evolves as eve Wholesale products and services develop; the latest version is always provided to all customers via email.

Core business hours

Monday - Friday 9.00 - 17.30

Weekends / Bank Holidays – Closed

Outside of these hours platforms are monitored and major service outages are attended to. For services with a greater care level, an out of hours service is provided.

Requirement	Contact	Contact details
Product Information – related to sales	Head of Sales	hello@evewholesale.co.uk
Commercial pricing information	Rate card / Head of Product Commercial	ben.knights@evewholesale.co.uk
Order placement management	To place an order visit our eve portals	
Order enquiries	Service Desk	connect@evewholesale.co.uk data@evewholesale.co.uk voice@evewholesale.co.uk hardware@evewholesale.co.uk
Charge queries	Billing Team	billing@evewholesale.co.uk
Ethernet or P1 Voice Outage (Out of core business hours)	Out of hours team	01453 374 321

Voice

eve's voice portal is a self-serve portal and the expectation is that you will place, track and manage the order through to completion - unless otherwise specified.

Porting

Geographic Single Line requests:

Installation type	PRO Lead time (working days)	SUP Lead time (working days)
Single Line	4	7
Single Line (with more than 10 lines at the same time /installation)	14	17

PRO: A request where the Losing Communications Provider and the Range Holder are the same.

SUP: A request where the Losing Communications Provider and the Range Holder are different.

Geographic Multi Line requests:

Installation type	PRO Lead time (working days)	SUP Lead time (working days)
Multi Line (<30 numbers, no DDI range)	7	10
Multi Line (31-150 numbers, no DDI range)	10	13
Multi Line (>151 numbers)	17	20
Complex DDI (part of a range to be ported)	22	25

PRO: A request where the Losing Communications Provider and the Range Holder are the same.
 SUP: A request where the Losing Communications Provider and the Range Holder are different.

Preponement Amends

A Preponement Amend is when an order has been placed for a future date and then brought forward, following standard lead times.

An example would be:

- Single-Line Order placed on 01/08 for CRD (Customer Required Date) 29/08.
- The partner's deal progressed quicker than previously expected and the port is needed sooner, so they want to change the port to an earlier date.
- Previously, we would be required to cancel the port and replace it.
- With a Preponement Amend we could request it for any date after 08/08

For Preponement Amends, we would require

- A minimum 48 hours' notice to make the request and to process it.
- Standard lead times still apply.

Faults and escalations follow the below plans

The eve Wholesale portal is a self-serve portal and the expectation is that you will place, track and manage the order through to completion - unless otherwise specified.

For advice on placing orders please contact our Service Desk team: voice@evewholesale.co.uk

Target lead times	
Responses to confirm receipt of ticket to voice@evewholesale.co.uk	4 Working Hours
Hardware ordering for next working day delivery*	15:00 Mon-Fri
Porting date change notice period	2 Working Days
Tracing of hosted calls + SIP	24 Hours**
Returned hardware – (customers returning faulty/unwanted/replacement hardware)	30 days***
Service requests	Time scales to be agreed per request (may be subject to changes as per rate card)

*Dependant upon stock availability

**This time is inclusive of ticket pick up time for all parties, i.e., there are 6 hours (SIP) or 24hrs (hosted) in total for the example call to be sent to eve Wholesale from the customer making/receiving that call.

*** Return before charges apply - charges applied will be for the hardware at the original price paid.

All faults should first be subject to customer/reseller resolution check being completed - found within flowcharts. The outcome of these will determine what information you need to provide in order to investigate the issue.

Tickets that have not been responded to after x1 follow up requesting information or sign off will be closed after 5 working days.

When escalating any ticket please state the ticket number and ESCALATION in the subject header.

An escalation is valid when eve Wholesale has not met the required criteria below; Should special assistance be required with something believed to be urgent by the Reseller, but not an escalation, please call the Service Desk to discuss the issue rather than raising an escalation. Assistance will be provided on a reasonable endeavours basis.

Escalation Criteria

Escalation level 1

Tickets will be responded to with a clear plan of action withing 4 hours.

- Poor quality of updates.
- Customer is not satisfied with the service being provided by the Service Desk team member.

Escalation level 2 and 3

- Agreed plan of action or timescales for level 1 escalation are not met (a clear plan of action must be agreed for any level 1 escalation and above).

Activity	Name/team	Contact details
eve's in-life provision and repair	Service Desk	voice@evewholesale.co.uk 0800 860 6383 - option 2 (option 1 for eve)
eve's in-life provision and repair Escalation level 1	Escalation team	P1 outages outside of business hours 01453 374 321
eve's in-life provision and repair Escalation level 2	Liam Spry Service Desk Team Leader	liam.spry@evewholesale.co.uk 0800 8606383
eve's in-life provision and repair Escalation level 3	Paul O'Neill Head of Support	paul.o'neill@evewholesale.co.uk 01453 607374

Connect

(includes ADSL/FTTC/FTTP/SoGEA (broadband services and data services).

The eve Wholesale portal is a self-serve portal and the expectation is that you will place, track and manage the order through to completion - unless otherwise specified.

Order placement pre-requisites for broadband and data services

- FTTP services can only be supplied where the premises is FTTP enabled AND where there is no other ONT already on site.
- Registered premises/postcode within Openreach (gold key) and Royal Mail Database.
- A site contact name and contact number to support the service installation.
- Permanent power supply - Ethernet lines cannot be installed or commissioned using a temporary power supply.

Order acceptance and delivery for broadband and data services

Data validation is completed as part of placing the order via the portal. The order is automatically ordered, therefore, incorrect or missing data can result in the order being rejected or incorrectly installed.

Ethernet routers are dispatched using a Next Day Delivery courier service. Therefore, 'Live' status is deemed as being two days following the router dispatch date.

Ethernet is deemed fully operational if no Early Life Failure (ELF) is reported within 3 days of being 'live'.

The eve Wholesale portal is a self-serve portal and the expectation is that you will place, track and manage the order through to completion - unless otherwise specified.

For advice on placing orders please contact our Service Desk team: connect@evewholesale.co.uk

Site Access

Being unable to or failing to allow an engineer on site will result in an aborted visit charge (AVC) being raised and will impact the service delivery timescales. Should there be access site requirements such as passes or a specific contact, risk assessments or Wayleave is required, please inform the Service Desk Team when placing the order and add into the notes field on the portal.

Expedites

FTTP Expedites

Expedites are available, however they can only be requested on committed single stage provision orders, or committed multistage provision orders where the externals have been completed.

All Expedite requests are best endeavours and acceptance is not guaranteed

- Cease and Modify orders cannot be expedited.
- Orders requiring Line Plant works or other works outside of a standard installation cannot be considered for an Expedite request.
- Expedites cannot be placed if an amendment request is active on the order e.g change of contact details or appt date
- If any conflicting records are open on the order these may prevent an Expedite. Steps will be taken where possible by the supplier to clear these however this may delay/prevent an Expedite.
- For an Expedite to progress an existing appt must be booked in the system. An Expedite cannot progress if a tentative appt has not been confirmed.

Broadband and Data Fault reporting

Cases may be logged 24/7/365 by using the portal or by raising a ticket via email. Before raising a case, please confirm that the service is correctly plugged in and powered up and have identified any indicators of failure or recent changes.

When reporting a fault please confirm:

- The circuit billing reference;
- Full end user details, including organisation name, site contact and site location;
- Confirmation that the service has been used since service delivery and handover;
- Confirmation that the equipment on site has been checked;
- A comprehensive description of the problem, when it occurred and actions taken to resolve it;
- Any error messages or diagnostic information, including speedtest, ping and trace route results where applicable.

Cases logged for broadband services will be handled between 09:00 and 17:30 Monday to Friday. All other services, including Ethernet, will be handled according to the severity of the problem.

The Service Desk team will act as support for provision and fault repair. Issues requiring escalation are assigned as per the table below.

Target lead times	
Responses to confirm receipt of ticket to voice@evewholesale.co.uk	4 working Hours
Provisioning ADSL	5 working days
Provisioning SoGEA/FTTC/FTTP	10 working days
Migrations	24 Hours**
Ethernet	30 days***
Ethernet Quotes (outside of the eve portal)	Time scales to be agreed per request (may be subject to changes as per rate card)
Replacement Router (ethernet)	Order before 12:00 noon for next working day delivery

When escalating any ticket please state the ticket number and ESCALATION in the subject header.

An escalation is valid when eve Wholesale has not met the required criteria below; Should special assistance be required with something believed to be urgent by the Reseller, but not an escalation, please call the Service Desk to discuss the issue rather than raising an escalation. Assistance will be provided on a reasonable endeavours basis.

Escalation Criteria

Escalation level 1

- Poor quality of updates.
- Customer is not satisfied with the service being provided by the Service Desk team member.

Escalation level 2 and 3

- Agreed plan of action or timescales for level 1 escalation are not met (a clear plan of action must be agreed for any level 1 escalation and above).

Activity	Name/team	Contact details
eve Connect provision and repair	Service Desk	voice@evewholesale.co.uk 0800 860 6383 - option 2 (option 1 for eve)
eve Connect provision and repair Escalation level 1	Escalation team	P1 outages outside of business hours 01453 374 321
eve Connect provision and repair Escalation level 2	Liam Spry Service Desk Team Leader	liam.spry@evewholesale.co.uk 0800 8606383
eve Connect provision and repair Escalation level 3	Paul O'Neill Head of Support	paul.o'neill@evewholesale.co.uk 01453 607374

Billing

Charge queries

A charge on an invoice can be queried anytime within 3 billing cycles, i.e. if billed in March, you will have March, April and May to query that charge. After that, charge queries will not be accepted or considered.

We reserve the right to charge for services and/or products supplied for up to one year from provision.

Please raise billing queries using the billing@evewholesale.co.uk. We will then investigate and respond to you within 10 working days with an adjustment, an explanation to justify the charge or a plan to investigate further.

Complaints

Despite rigorous process and best intentions, things can sometimes go wrong. If you feel that we at eve Wholesale haven't done what we promised or if we have let you down as a customer in any way, please contact us at complaints@evewholesale.co.uk in the email subject.

We will respond to you promptly to discuss the matter and hopefully be able to put things right.