

Vaioni Customer Service Plan

Vaioni operates 3 different levels of escalation:

Level 1

In the first instance, we ask that you contact your Account Manager, or a member of staff in the department most relevant to your enquiry.

Our team will take all relevant information regarding your enquiry or issue, investigate thoroughly and, where possible, resolve the issue directly. If it cannot be resolved directly, we will provide the output information, any next actions and appropriate timescales for updates and resolution. This plan will be provided within 4 hours at the latest of the initial concern or issue raised.

Level 2

In most cases, no further action will be necessary. However, if we are unable to resolve your issue to your satisfaction, you can escalate your issue further to the Manager of the relevant department. We will investigate your complaint or issue further, review the output and results of the escalation so far, and set actions for any next activities. Updates will be agreed at the relevant frequency with you until your issue is resolved. This plan of action or resolution will be provided within 1 working day of the escalation being raised to Level 2.

Level 3

If you are not satisfied with the outcome of the Department Head's response or the resolution offered or provided, your escalation will be raised to the Vaioni Leadership Team. The Leadership Team will review the output of the escalation so far, the actions taken and offer any further assistance in resolution where possible. Timeframes will be set, and updates provided at agreed intervals. The Leadership team will also determine if the required actions and resolution already provided are appropriate and will support the continuation of any actions set or resolution already offered.

The table below explains escalation procedures across different departments within the company.

Escalation level	Sales	Technical support	Billing & finance	Service delivery	Customer care	Out of hours
						Technical support
Day-to-day	Your Account Manager Sales@vaioni.com 0161 672 9900 option 1	Technical Support Team Support@vaioni.com 0161 672 9900 option 2	Finance Team Accounts@vaioni.com 0161 672 9900 option 2	Your Order Delivery Manager Pt@vaioni.com 0161 672 9900 option 4	Your Account Manager Customerservice@vaioni.com 0161 672 9900 option 5	Technical Support Team 0161 672 9900 (then wait until you are put through to an engineer)
1	Rebecca Mulholland Channel Sales Manager Sales@vaioni.com 07918 551 254	Farhan Razzak Head of Engineering & NetOps Farhan.razzak@vaioni.com 07852 987991	Samiwel Jones Finance Manager Samiwel.jones@vaioni.com 07702 642 202	Matt Cooper Service Delivery Manager Claire.wilkinson@vaioni.com 07740016308	Rebecca Mulholland Channel Sales Manager Sales@vaioni.com 07918 551 254	Farhan Razzak Head of Engineering & NetOps Farhan.razzak@vaioni.com 07852 987991
2	Sachin Vaish Sales Director Sachin.vaish@vaioni.com 07800670196	Farhan Razzak Head of Engineering & NetOps Farhan.razzak@vaioni.com 07852 987991	Ateeb Mehmood Finance Director Ateeb.mehmood@vaioni.com 07791 157 987	Nick Grimshaw Operations Director Nick.grimshaw@vaioni.com 07990041667	Claire Wilkinson Head of Operations & Service Delivery Claire.wilkinson@vaioni.com 07469 354 042	Nick Grimshaw Operations Director Nick.grimshaw@vaioni.com 07990041667
3	Vaioni Leadership Team	Vaioni Leadership Team	Vaioni Leadership Team	Vaioni Leadership Team	Vaioni Leadership Team	Vaioni Leadership Team

Escalation Level (Any SLA's in place will override the priority of this document)

Day to Day	BAU
1	4 Working Hours
2	1 Working Day
3	An agreed Timeframe

If at any time you feel any element of the Vaioni service is not meeting your expectations, you can contact us. All levels of the Management team are ready and waiting to hear your concerns. We will always aim for extraordinary service; we want to know if we are not. This is our promise to you.