



→ THE SERVICE

NETsite guarantees an on-site response for organisations with critical support requirements. **NETsite 2,4** and **8** offer on-site response services designed to guarantee hardware replacement support within the selected contract time.

→ OUR LEVEL OF COMMITMENT

Voyager recognises that corporate communications are critical to the success of your organisation. Our Support services are designed to ensure that the network remains operational by complementing your internal capabilities with our engineering resource and expertise.

Our extensive in-house engineering capability underpins a broad range of on-site and off-site maintenance services, ensuring Voyager can tailor a support solution which meets your particular requirements.

→ As a Cisco Gold Partner, Voyager is continually audited to guarantee consistent quality. We are committed to ensuring these standards are delivered in all the services we provide.



NETsite 2 call back within **15 minutes**, on-site within **2 hours**, subject to geographical location.

NETsite 4 call back within **15 minutes**, on-site within **4 hours**.

NETsite 8 call back within **15 minutes**, on-site within **8 hours**.

→ FEATURES AND BENEFITS

Our NETsite contracts are tailored to each individual organisations' requirement to ensure complete **peace of mind**, **24 hours a day, 7 days a week, 365 days per year**. Our functional capability and comprehensive escalation procedures, integrated with each portfolio manufacturers technical support, underpin each Service Level Agreement (SLA) to provide a robust support solution.

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| ■ NATIONAL COVERAGE | - Service centres across the UK each holding inventory stock, |
| ■ CCIE ASSISTED ESCALATIONS | - Voyager consultants trained to Cisco CCIE level are engaged to facilitate the swiftest resolution of critical network faults. |
| ■ ESCALATION MANAGEMENT | - Procedure controlled fault escalation. |
| ■ CISCO TAC ACCESS | - Access to TAC (Technical Assistance Centre) for configuration & technical support. |

Voyager understands that your network is now critical to the success of your business strategy.

SERVICE PROCEDURE

To obtain the services of a Voyager engineer to resolve a fault and ensure that it can be dealt with as efficiently as possible, please follow the instructions detailed below:



1. Phone Contact Control at Voyager Networks Ltd on

0870 750 1066

2. Give your service agreement number.
3. Give your company name and address (including postcode).
4. Give your name and telephone number as the Company contact.
5. Give details of the site where the fault is suspected, if at a different site than detailed in step 3.
6. Give a brief description of the fault, including details of the product(s) affected and their respective serial number(s).

Voyager Networks' Call Control will arrange for an engineer to call as quickly as possible.



Voyager

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