



→ THE SERVICE

Voyager offers a guaranteed **Next-Day-Replacement (NDR)** Service for network hardware. Voyager will guarantee to deliver replacement hardware of equal or better functionally within the next business day.

→ 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.



→ FEATURES AND BENEFITS

Replacement equipment will be delivered to site the next business day assuming the call is registered with Voyager's Call Centre before 3pm. If equipment failure is non-catastrophic to your network, or if rapid turnaround is required, this support service provides a straight forward solution.

■ SERVICE FOCUS	– Replacement of faulty hardware.
■ CALL LOGGING	– For tracking and accountability only.
■ HOURS OF SERVICE	– Monday to Friday 9am – 5pm, excl bank & public holidays.
■ RESOURCE	– Voyager's own spares holding.

Replacement items will be provided in accordance with a hardware inventory of cover, comprising individual item description, manufacturers' part, serial number and installed location. These details to be provided by the Customer.

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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