



THE SERVICE

As part of the **ONsite Engineering** service, Voyager will provide one of our own qualified engineers to work as directed on a customer site.

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

- | | |
|--|--|
| <ul style="list-style-type: none"> ■ Each ONsite contract reflects an organisations' individual requirements.
ONsite is a reactive service triggered by a customer call. | <ul style="list-style-type: none"> – All Voyager engineers are re-credited to ensure familiarity with latest Network Industry Standards and Accreditations. |
| <ul style="list-style-type: none"> ■ SERVICE FOCUS | <ul style="list-style-type: none"> – Dedicated engineering expertise. |
| <ul style="list-style-type: none"> ■ HOURS OF SERVICE | <ul style="list-style-type: none"> – As per Customers requirements, up to 24/7. |
| <ul style="list-style-type: none"> ■ RESPONSE | <ul style="list-style-type: none"> – Next day, subject to availability. |
| <ul style="list-style-type: none"> ■ FACILITIES | <ul style="list-style-type: none"> – Voyagers' own fully-qualified engineers. |

Voyager Support Services also offer in-house consulting engineers at competitive rates dependent upon grade and duration of contract.

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®

VOYAGER NETWORKS LIMITED
VOYAGER HOUSE, SIR WILLIAM LYONS ROAD
UNIVERSITY OF WARWICK SCIENCE PARK
COVENTRY, CV4 7EZ.

T: 02476 417417 F: 02476 414817

E: info@voyager.net.uk

W: www.voyager.net.uk