

## Fault Reporting Procedure

### 1. Purpose

The purpose of this document is to outline the day-to-day working within Cellular UK Ltd (Trading as Connx). This document will provide useful information on how to contact us for new services, faults, accounts and billing.

### 2. Contact Details

| Team                      | Hours of Operation  | Telephone     | Email  |
|---------------------------|---|---------------|--|
| <b>Sales</b>              | Monday to Friday<br>9am to 17:00pm<br>(excluding bank holidays) | 0333 320 7377 | <a href="mailto:service@connx.co">service@connx.co</a>                   |
| <b>Account Management</b> | Monday to Friday<br>9am to 17:00pm<br>(excluding bank holidays) | 0333 320 7377 | <a href="mailto:jen.dale@connx.co">jen.dale@connx.co</a>                 |
| <b>Support</b>            | Monday to Friday<br>9am to 17:00pm<br>(excluding bank holidays) | 0333 320 7377 | <a href="mailto:andy.andrea@connx.co">andy.andrea@connx.co</a>           |
| <b>Accounts</b>           | Monday to Friday<br>9am to 17:00pm<br>(excluding bank holidays) | 0333 320 7377 | <a href="mailto:angela.bartuccio@connx.co">angela.bartuccio@connx.co</a> |
| <b>Billing</b>            | Monday to Friday<br>9am to 17:00pm<br>(excluding bank holidays) | 0333 320 7377 | <a href="mailto:angela.bartuccio@connx.co">angela.bartuccio@connx.co</a> |

### 3. Sales Team

| Role                               | Responsibilities  |
|------------------------------------|---|
| <b>Desk Based Account Manager</b>  | Day to day contact. General queries, admin support, sales related enquiries, product and business updates.  |
| <b>Field Based Account Manager</b> | Assist customers to grow and develop their business. Provide ongoing account management, commercial reviews and contract renewals adopting a consultative approach. |
| <b>Sales Director</b>              | A point of escalation for customers. To provide effective management and support to the sales team.   |

#### 4. Support Team

Fault management is provided by the Cellular UK Ltd (Trading as Connx) Support Team.

| Team           | Hours of Operation  | Telephone     | Email  |
|----------------|---|---------------|--|
| <b>Support</b> | Monday to Friday<br>9am to 17:00pm<br>(excluding bank holidays) | 0333 320 7377 | <a href="mailto:service@connx.co">service@connx.co</a> |

Faults can be logged by email or by telephone. Please refer to your Service Specific Service Level Agreement (SLA) for further details. Confirmation of ticket closure will also be stated on the ticket.

Out of hours faults can be reported by telephone **0333 320 7377**

If a fault is found to be on customer equipment (e.g. customer premise equipment (CPE) or internal wiring) then time related charges (TRC) may apply.

#### 5. Accounts & Billing

Our finance and billing teams are contactable during business hours to answer questions regarding billing queries, copy invoices and statements.

| Team                          | Hours of Operation  | Telephone     | Email  |
|-------------------------------|---|---------------|--|
| <b>Accounts &amp; Billing</b> | Monday to Friday<br>9am to 17:00pm<br>(excluding bank holidays) | 0333 320 7377 | <a href="mailto:angela.bartuccio@connx.co">angela.bartuccio@connx.co</a> |

We aim to respond to emails regarding accounts within one business day and to resolve billing queries before the end of the current billing period.

#### 6. Escalations

Cellular UK Ltd (Trading as Connx) is dedicated to providing its customers with high quality service at all times but, sometimes things can go wrong, and we need you to tell us about it. This will help us to improve our standards. If we do not respond to your needs within a reasonable timescale, please contact us.

##### **Client Services Manager**

Andy Andrea  
03333207377  
andy.andrea@connx.co

##### **Senior Account Manager**

Jen Dale  
03333207377  
jen.dale@connx.co

#### 7. How to lodge a complaint

All complaints should be sent in writing via email to or by letter to Cellular UK Ltd (Trading as Connx) at 8C & D High Street, Potters Bar, Hertfordshire, EN6 5AF.