



Contacting Sure

Enterprise Customer
Support

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As a valued customer we would like you to have the smoothest experience in contacting the Sure support teams and having your incident or request dealt with as quickly and efficiently as possible. We have put the following information together to assist you in contacting Sure and providing the relevant information to help us help you.

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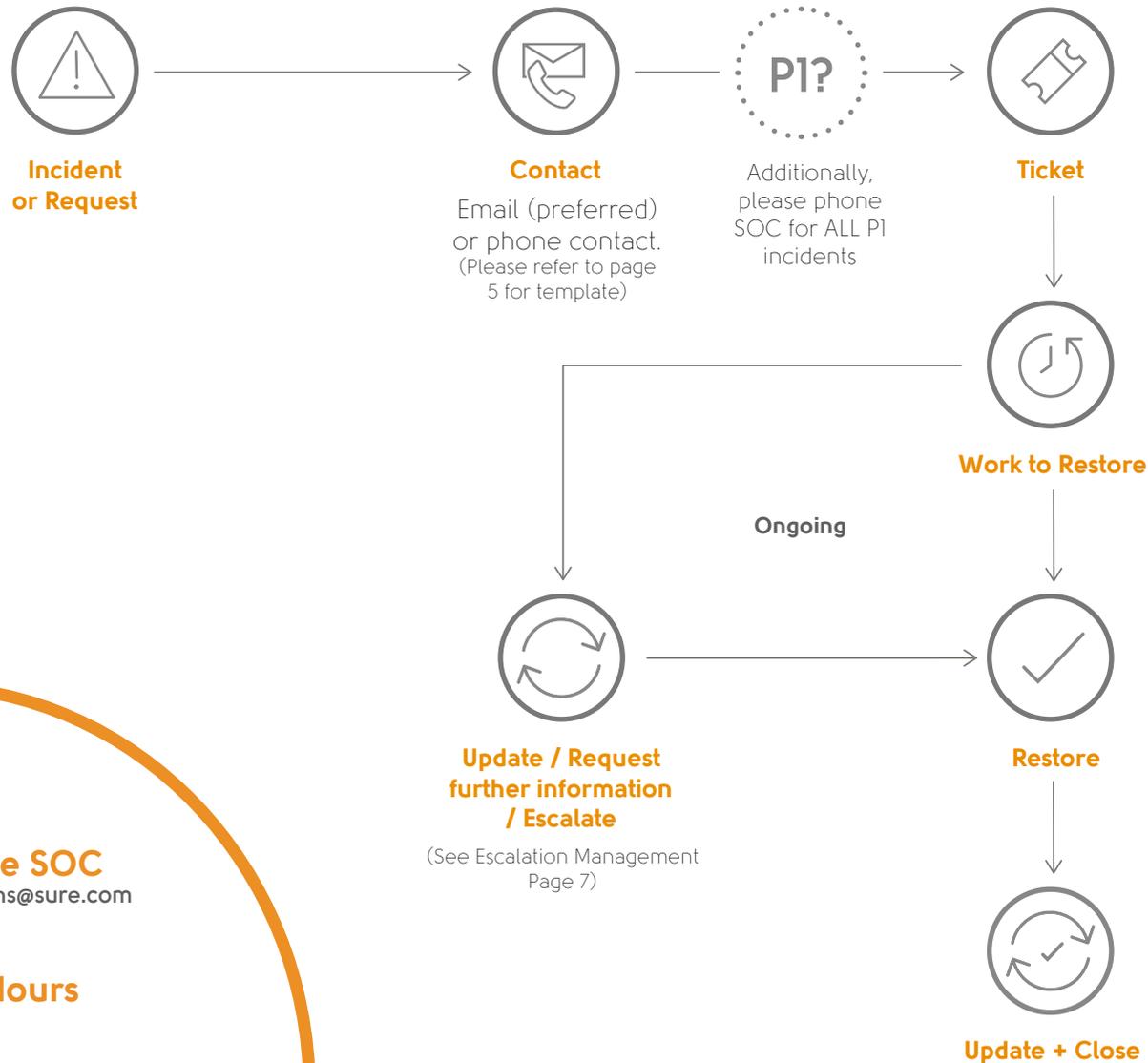
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Service Operations Centre (SOC)

Contact & Resolution Procedure

This service is for Enterprise Customers, Partners & Customer IT Departments ONLY (e.g. Managed Service, Sure Network or Data Centre). Please see page 8 for alternative contact details for Enterprise Customers end-users (e.g. single mobile phone, landline or broadband issue).



A reference number and priority classification will be issued for all incidents.

Once restored customer updated and the ticket closed.

Contact the SOC
serviceoperations@sure.com
+44 1534 752310

Opening Hours
24/365

Incident Priorities

Priority is the category used to identify the relative importance of an incident. Assigning the correct priority helps ensure that the ticket is dealt with by the right people at the right time and speeds up restoration. You can assist us by suggesting a priority when you contact us, or leave it up to our SOC. Either way Sure SOC will investigate the incident, and re-classify if required.

P1 Critical

Please note you **MUST** phone SOC if declaring a P1 incident.

- Ongoing complete loss of service or services that have protection or redundancy configured.
- An ongoing complete loss of Sure ability to support services within the business.
- Immediate risk of serious injury or endangerment to life.

P2 High

- Ongoing high risk to service.
- Loss of all protection and redundancy.
- Loss of an unprotected service.
- High degradation to normal service with a business impact.
- Risk of injury.

P3 Medium

- Ongoing minor degradation to service with minimal business impact.
- A risk of a more degradation exists.
- Minor risk of injury.

P4 Low

- No present impact of degradation to service likely but is a fault that requires attention before it becomes a risk.
- A degradation
- Request for information like an RFO.

Recommended E-mail Format

Please cut and paste this text into your email,
and complete as much as possible.

Subject:

<Priority>-<Fault Description>-<My Reference>

e.g. P2 - circuit down - EC1234JAA - RefABCD

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***** Sure SOC Email Contact Form *****  
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Type of SOC service required:

Priority:

The customer reference or ticket number:

The Sure service reference number:

Company (customer) name:

Name of person reporting issue:

Telephone number of person reporting issue:

Email address of person reporting the issue:

Start date and time:

Issue currently ongoing (Yes / No / N/A):

End date and time (if applicable):

Location of issue (and site access details):

The device or service type:

The device reference or designation:

The device information (cable, slot, port, etc):

The current or expected impact to the service:

Number of sites, devices or users etc affected:

Alarms or error messages:

Description of the issue or request:

Any other relevant information or comments:

Is there an attachment included e.g copy of alarm logs (Yes/No):

- Please note it is not essential to fill every field but this information often helps us to resolve your issue faster.
- Once issued please use Sure's ticket number in all communications.
- Follow up P1 incidents with a phone call.

Customer Escalation Contacts

We strive to achieve a resolution for our customers within their contracted Service Levels. However, we understand that there may be times when our customers wish to escalate an ongoing incident, and for this purpose **only** the SOC has a 5-level escalation process.

To initiate an escalation, please either call the SOC and ask to escalate to the appropriate level or call the number in the table below. Please use the Escalation Management information (page 7) to determine the appropriate level and contact, noting that the minimum time must have first elapsed.

Only contacts registered with Sure are permitted to escalate, for security reasons.

Level	Position	Number
1	SOC Front Desk	+44 1534 752310
2	SOC Senior Support Technician	+44 1534 752310
3	Duty Operations Manager	+44 7700 722407
4	Head of Service Assurance	+44 7700 722408
5	CTIO	+44 7700 722409

Escalation Management

In order to ensure that issues are handled with the appropriate level of seniority, Sure use a time based escalation process that also recognises the priority category of the issue.

	Escalation 				
	Level 1 Contact	Level 2 Contact	Level 3 Contact	Level 4 Contact	Level 5 Contact
P1	15 Mins	30 Mins	1 Hour	3 Hours	L4 discretion
P2	30 Mins	1 Hour	3 Hours	8 Hours	L4 discretion
P3	2 Hours	4 Hours	1 Day	L3 discretion	L4 discretion
P4	4 Hours	1 Day	L2 discretion	L3 discretion	L4 discretion

Additional Sure Information

For assistance for residential customers or Enterprise Customers' end-users (e.g. single mobile phone, landline or broadband issue) contact:

Customer Service Centre

Help@sure.com
Jersey - +44 8081 015 247
Guernsey - +44 1481 700 700
IoM - +44 7624 247 247

Opening Hours

Monday to Thursday 08:00-20:00
Friday 08:30-20:00
Saturday 09:00-18:00
Sunday and national holidays Closed

For assistance on non-operational issues please contact your account manager.

Guernsey

Centenary House,
La Vrangué, St Peter Port,
Guernsey, GY1 2EY

Jersey

The Powerhouse,
Queens Road, St Helier,
Jersey, JE2 3AP

Isle of Man

Atlantic House,
4-8 Circular Road, Douglas,
Isle of Man - IM1 1AG

