

# Skyline Support Service Description

## Introduction

This document sets out the Skyline Care service provided by Empowered SMS Limited registered in England and Wales with company number 05825843 and whose registered office is at Montpelier Chambers, 61-63 High Street South, Dunstable LU6 3SF ("Empowered"). Section 1 gives a detailed overview of the Skyline Care service. Section 2 gives an overview of the customer's responsibilities.

## 1. Service Description

Empowered provides Skyline as a delivered service for point to point IP-connectivity via microwave or millimetre wave technology, commonly known as a "link". Each Skyline link has an A and a B end. Each link is supplied with either 1, 3 or 5 years of next business day break-fix cover (NBD), which means that if a fault is reported, it will be fixed or repaired on the next business day.

### 1.1. Fault Reporting

The Empowered support desk is available 24/7 to log a fault only support call.

**Email:** [servicedesk@empowereduk.com](mailto:servicedesk@empowereduk.com) **Call:** 03301242953

### 1.2. Telephone Support

Telephone support will be available during normal working hours; 0800 – 1800 on business days, Monday to Friday not including public holidays. Any faults reported outside of these hours will be dealt with on the next business day within 4 working hours of the start of that business day. Using details provided during the initial fault report call, an Empowered support engineer will make direct contact with the customer.

#### Examples;

- A call received at 0300 on a Tuesday will be dealt with between 0800 - 1200 on the Tuesday
- A call received at 2130 on a Friday will be dealt with between 0800 - 1200 on the Monday
- A call received at 1600 on a Thursday will be dealt with either between 1601 - 1800 on the Thursday, or 0800 – 1000 on the Friday

(All of the above examples are based on calls received and dealt with on business days.)

- A call received at 2130 on a Friday **with the following Monday being a public holiday**, will be dealt with between 0800 - 1200 on the Tuesday.

### 1.3. Onsite Engineering Support

- If Empowered establish a site visit is required during the telephone support call, Empowered will deploy an engineer(s) to site on a next business day basis, assuming that the support call was logged before 1600 hours on a business day.
- Onsite support includes engineer(s), access platform (where required) and replacement equipment to restore the link to its original working order.
- If the fault is found to be the result of storm damage, vandalism, fire, theft or customer network issues not within Empowered's reasonable control, the support will be invalid. Quotations will be provided to fix or replace on case-by-case basis. In the instance where a site visit is attended and it is established that vandalism is the cause of the issue, there will be no charge for the site visit.
- All relevant manufacturer software upgrades will be provided free of charge if required.

## 2. Customer's Responsibilities

The customer agrees to:

- To provide Empowered with full contact details and description of the fault.
- Allow remote access via screen sharing applications to assist in remote diagnosis of the fault or have an IT person on site that has access to the network who can work with Empowered engineers to determine the fault remotely.
- Provide site and network access next business day for Empowered engineers.