



Service Delivery Plan

Lily are committed to providing a reliable, professional and predictable service for our clients. In this Service Delivery Plan, you will find more detailed information about our support services. Should you have any questions, please speak to your account manager.

Requesting support

Our business opening hours are:

Monday-Friday: 08:00-18:00 (Excluding Public Holidays)

Weekend Out of Hours: 08:30-17:30

Please note that additional charges may apply when using our out of hours weekend support, if this is not covered within your Service and Maintenance Agreement.

To log a support request, please use one of the following methods:

Call: 0343 507 1111

Online: Visit our [Client Area](#) to submit a ticket

Email: You can email support@lilycomms.co.uk for all telco support requests and itsupport@lilycomms.co.uk for IT support requests.



Response & Resolution Times

Lily provides a dedicated service response by trained and qualified professionals to support requests, incidents and emergencies. Our aim is to provide a prompt, professional and effective response should you require support, advice or should your telecoms or IT solution develop a fault.

In the unfortunate event of a total loss of service emergency, Lily aims to actively investigate this within 30 minutes.

For any other request, please see the relevant service level categories below.

Severity	Response Time & Updates	Description
CAT A	Within 30 minutes	Total loss of service e.g. total system, network or circuit failure
CAT B	Within 60 minutes	Significant impact of service to multiple users
CAT C	Within 4 Working Hours	Impact of service to individual user
MAC (Move, Add, Change)	Within 4 Working Hours	Modification or re-configuration of equipment

The 'Response Time & Updates' is defined as from initial contact to the issue being actively worked by a technician.

Our Service Delivery Plan outlines the maximum response time we endeavour to provide for remote support. Where an engineer to site is required, we aim to provide this within a maximum of 48 working hours following a remote resolution having been explored fully by our technicians.

We will inform you of the status of the logged service ticket at regular intervals, and if applicable, we will advise of any additional charges you may incur, which may be over and above the cost covered by your full Service & Maintenance Agreement.

Escalation Procedure

Issues that are of a technically complex nature will be escalated to the technical manager by the technician. The technician will liaise with the customer and where necessary, the vendor or a third party, to obtain a resolution or interim solution if necessary and as practical, until a full resolution is available.

If the issue is a manufacturer fault or defect, we will liaise with their support team to resolve, or provide an interim solution if necessary and as practical, until a full resolution is available.

For escalations, please speak to our Customer First team.

You can email escalations@lilycomms.co.uk for all escalations; this is sent to all relevant senior managers within the business, and they will endeavour to get back to you as soon as possible, within normal business hours.

Telecoms System Hardware

Lily will offer a repair or replacement, as appropriate, on main components of the system maintained, which includes:

- Central Control Unit (CCU)
- Exchange or Extension Modules
- System Handsets (Proprietary terminals)

Exclusions to the Service Delivery Plan

Telecoms

Analogue devices such as Fax Machines, Answering Machines, POT Phones (ordinary analogue devices), Cables, Cabling Infrastructure, Cordless Phones and consumable batteries are not covered. Requests for service alterations and additional work which are not as a result of a fault or that is not covered by the Service and Maintenance Agreement.

IT

IT hardware, including accidental damage, consumable batteries, third-party software applications (including payroll software, such as Sage, Xero etc.)

Network Faults

If a problem is a 'network' or 'carrier' fault our technical team will carry out initial investigations and liaise with the network provider to resolve the fault. Service levels for network faults depend on the 'care level' selected by the customer. If not specified on the order form, standard cover is applied in all instances.

Non-technical support

For all non-technical related queries, please see details below to contact our Account Management or Project teams.

Account Management

Please contact the account management team for any queries regarding your contract, accounts, changes, commercial agreements, tariffs, additional services or upgrades.

Contact details are below.

Account Management Team	Account Management Escalations
Client Services 0343 507 1111 info@lilycomms.co.uk	Client Services Manager 0343 507 1111 clientserviceescalations@lilycomms.co.uk

Projects

Please contact the Projects team for welcome and onboarding, installations, provisioning and engineer appointments.

Projects Team	Projects Team Escalations
Projects 0343 507 1111 info@lilycomms.co.uk	Projects Manager 0343 507 1111 projectsecalations@lilycomms.co.uk

Please note that the Projects team are not available out of hours.

Please note: All of the terms and conditions regarding our service to you can be found on lilycomms.co.uk/legal.