



**Mellow Marsh Software Ltd.**

341 Stroud Avenue

Willenhall

West Midlands

WV12 4TL

Phone: +44 (0) 845 8682656 or

+44 (0) 7929 339104

E-mail: [admin@mellowms.co.uk](mailto:admin@mellowms.co.uk)

Web: <http://www.mellowms.co.uk>

## **Policy**

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**Ref.:** ADSL-SupLev

### **Mellow Marsh Software ADSL Support Levels**

#### **Enterprise Care**

This support level is standard with all ADSL products. This gives you an account manager with a direct telephone number, who is available Monday to Friday between 9 and 5, except when the office is closed (see Office Status and Planned Closures under the Contact Us section). This gives a 40 clock hour clear within BT Wholesale, no guaranteed response time by BT Wholesale and no out of hours engineering visits. Your account manager will deal with any hardware faults you have or difficulties connecting, but you will be charged if you require help configuring your system to use the equipment we have setup (unless you are covered by a separate support contract).

You will log any faults directly with your account manager either by telephone or by e-mail. Although most telephone calls are answered immediately, if your account manager is unavailable you should leave a voicemail. Typically, most voicemails are answered within the hour.

We cannot give you a guaranteed fault resolution time, since this depends on a wide range of factors, however we will always advise you of an average fix time for your type of fault.

The exception to our response times is when we have closed the office, for example for training. These will be detailed under the "Office Status and Planned Closures" link under the "Contact Us" section on the website, and also on the voicemail of your account manager's telephone. If the office is closed and you require support, you should always telephone your account manager who will answer the phone immediately if possible, or leave a voicemail. Even when the office is closed, voicemails are checked – however the frequency is once per day, so if the office is closed you should expect a call back within 24 hours. Please do not e-mail support requests during office closures as these are not always accessible.

#### **Enhanced Care Pack**

Enhanced Care Pack offers all of the features of Enterprise Care, but includes a 20 clock hour clear within BT Wholesale, a 3 hour response time from BT and the option of an out of hours engineering visit by BT.