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1. Your channels of communication

- 1.1 Many hosting companies direct their customers to a 'First line support', which is usually designed to filter out casual enquiries from their more experienced 'Second line technicians'. Netnorth prefer not to hinder you in this way, allowing you to choose a suitable line of enquiry for your needs, which in any case will be addressed directly by a competent person with the ability and authority to manage your enquiry.
- 1.2 **Online Support Centre.**
Most enquiries can be dealt with efficiently and completely via the Online Support Centre, at <http://support.netnorth.co.uk>. It is often easier to communicate / interpret specific instructions received in writing, giving both parties confidence that details are conveyed and recorded without ambiguity.

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track progress and responses online. For your ongoing reference we provide complete archives and a history of all your support requests to date.
- 1.3 **Email Support.**
If you aren't in a position to browse the Online Support Centre, then casual enquiries or instructions can also be submitted via email, at support@netnorth.co.uk. This will in turn generate, and return you a link to an associated Support Ticket in the Online Support Centre.
- 1.4 **Telephone Support.**
On occasions that demand immediate attention, or when conversation is simply more useful than written communication, you can contact Netnorth directly by telephone, on **01204 900700** during

office hours. When possible please establish a ticket number in the 'Online Support Centre', thereby giving Netnorth the basis of a written instruction which can be actioned during the call.

Out of office hours, selected Enterprise customers and Partners can also contact Netnorth on [01204 900725](tel:01204900725), requiring a security PIN to be entered when prompted, this call would then be routed to an on-call technician.

2. Your nominees

Unless otherwise specified, Netnorth will generally action any reasonable support enquiries made by anybody who is known to be from, or intimately affiliated to, your organisation. You may not refer your own customers, or any agent of your customers, directly to Netnorth support unless specifically sanctioned by Netnorth staff.

- 2.1 If you prefer, by arrangement in advance, Netnorth will accept instruction only from a select list of Approved Representatives within your organisation.
- 2.2 You may also provide nominated Key Contacts within your organisation, whom you would want Netnorth to contact should we feel it necessary to escalate a query.
- 2.3 In Case of Emergency within your own organisation, you can provide us with an external ICE contact who need not be a part of your organisation, eg a spouse or trusted business associate. This contact would rarely be used, only in extreme circumstances and when none of your Key Contacts could respond.
- 2.4 Any changes to these Nominee roles must be clearly notified to Netnorth in a written instruction as a matter of urgency.

3. Netnorth undertakings

- 3.1 Netnorth shall endeavour to keep all channels of communication operational and available whenever reasonably possible.
- 3.2 Netnorth shall respond to support enquiries in a courteous and timely fashion. This shall be in a manner that attempts to progress or resolve the query to the satisfaction of all parties, using terms and language that are both informative and clear.
- 3.3 In any instance, if Netnorth deem a request to be either 'Ambiguous', 'Out of character', 'Counterproductive', or 'Sensitive', we would approach your business for clarification, preferring your nominated Key Contacts.
- 3.4 On occasion Netnorth may require instructions to be confirmed, either via the Support Centre or in writing, as a record of the request.
- 3.5 **Facility Maintenance.**
Netnorth's variously homed facilities and plant are subject to a planned preventative maintenance programme, in which both hardware and software are tested, serviced and updated periodically. Where there is deemed to be a potential risk to customers' services, Netnorth will send email notifications of scheduled maintenance in advance to all nominated Contacts who have elected to receive maintenance announcements.

4. Netnorth contacts

4.1 **Online Support** <http://support.netnorth.co.uk>

4.2 **Email Support** support@netnorth.co.uk
domains@netnorth.co.uk
accounts@netnorth.co.uk

4.3 **Telephone Support** 01204 900700 (Office Hours)
01204 900725 (Out of Hours, requires PIN)

4.4 **Offices** Unit 7 Queensbrook
Bolton Technology Exchange
Spa Road
Bolton
BL1 4AY