



Customer Support Plan (CSP)

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Document Control

Date	Author	Version	Details
06/02/2024	Matt Bannon	1.0	Document Creation
16/10/2025	Danielle Cain	2.0	Escalation Procedure Level 5 updated

Our priority is you

This document provides an overview of the Customer support structure within Elite Group, how we operate and includes details regarding operational systems, structures, and procedures. This document captures incident management, escalation, change management, problem management and Continual Service Improvement.

Our customers are our number one priority. They inspire and drive us to look for new ways to keep their business seamlessly connected. This ethos drives our specialists to provide nothing but unrivalled support and expert advice which in turn enables customers to get the most out of their solutions.

Our Vision:

To be the leading sustainable Cloud Communications Provider, delivering world class Customer Experience (CX) and Digital Transformation solutions.

Our Single Focus:

The single biggest variable determining the long-term success of our business is our collective commitment to our single focus; ***an unrivalled commitment to helping customers.***

Pro-Active Monitoring Systems

Our pro-active management systems monitor the health of your infrastructure environment identifying performance impact, or outright failure, within the infrastructure. Monitoring tools provide us with visibility on infrastructure availability, threshold monitoring, alarms, and events and to allow us to inform, investigate and suggest improvements to the infrastructures and services we monitor.

The monitoring of device connections is a critical service provided to the customer by the Elite Group Service Desk offering.

Device health monitoring: Any agreed devices/interfaces will be monitored for up/down, respond to monitoring and may have alarm thresholds defined by Elite Group and customer to ensure proper response.

Customer Support Information

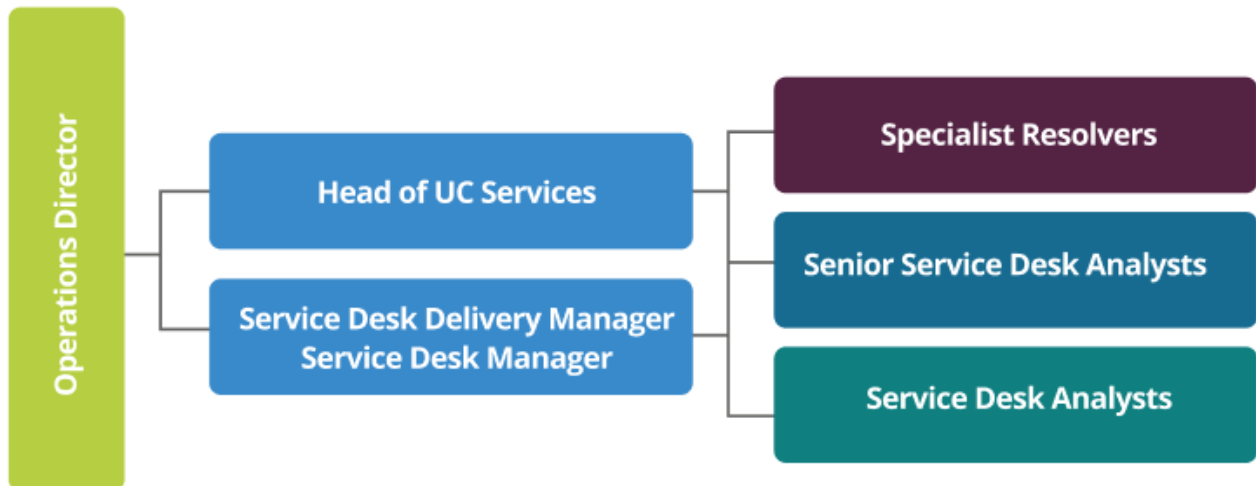
The Elite Group Service Desk is the single point of communication for all service requests and exists to maintain service availability and operational stability.

Our service desk is "first fix" meaning the service desk team raising your initial ticket (pro-active or re-active) will look to immediately resolve your issue. This is a skilled team of support analysts and senior support analysts across the range of our solutions and services. You will be quickly triaged and routed to the appropriate analyst to deal with your question, request, problem, or incident.

Your service desk case owner is responsible for your updates and the resolution of your ticket. They are supported by teams of specialists, when required, to resolve your tickets.

Continual service improvement is supported by monitoring and data collection. The Service Desk is part of the customer services function of the Elite Group Operations Team.

Service Desk Structure



Standard Service Desk Hours

Monday to Friday	8am – 18:15pm
<p>Elite Group offers an enhanced support service for critical services which require 24-hour support. The Elite Group enhanced support service can be selected during the contract sign-up process or at any time through the account management channel.</p> <p>You can reach us via the following methods:</p>	
Support Web Portal:	servicenow.elitegroup.com/csm
E-mail:	customerservices@elitegroup.com
Phone Number:	0344 875 8880

Enhanced Service Desk Hours

Monday to Friday	Outside of standard service desk hours
Saturday to Sunday:	All Day
<p>Please note this is for critical issues and is a <i>phone only</i> service</p>	
Phone Number:	0344 248 8000

Service Level Agreements

Incident Service Levels

Priority Levels are based on the following components:

- **Product Priority** - This can be defined by the solution or the back-to-back contractual agreement with our supplier.
- **Scope of the disruption to service** - Priority can be raised by the customer.
- **Specific customer or site disruption** - Priority can be raised by the customer.
- **Response and update times apply** - Contractual fix times apply where they are backed off to 3rd parties.
- Our priority or response times may not be mirrored during extended support hours depending on the solution.

Fault Service Levels	Response, update and Target Fix Times (Business Hours)
Priority 3 Incidents that have low impact the operation and/or business but can be worked around until a planned fix is implemented.	30 minutes - Response 4 Hour - Updates as required 40 Hour - Target Fix Time or mutually agreed resolution timeframe
Priority 2 Incidents that have a serious but non-critical operational and/or business impact.	30 minutes - Response 2 Hour - Updates 8 Hour - Target Fix time
Priority 1 Incidents that have an immediate critical and serious operation and/or business impact.	30 minutes - Response 1 Hour - Updates 4 Hour -Target Fix Time

For standard break fix agreements:

- Response and update times apply to standard service desk hours.
- Engineering hours for hardware replacements are 08:00 - 18:15 where contracted.
- A chargeable same day courier service is available on customer request.
- Vendor SLAs for hardware replacements may differ depending on the level of cover purchased.

3rd Party Agreements

Some products and services supplied by Elite Group have back-to-back SLAs with 3rd Parties. If no product SLA or guaranteed fix time can be enforced, Elite Group will endeavour to resolve the issue on behalf of the customer within acceptable timescales, and we are happy to provide a target fix time to be measured against.

Maintenance Windows

A key part to keeping your solutions healthy is allowing us to pro-actively maintain the solutions you buy from us.

Elite Group will provide customer support services for planned maintenance. Emergency and essential maintenance will be carried out when necessary.

- **Planned Maintenance** – Will always be advertised to service impacting customers 10 days in advance.
- **Essential Maintenance** – Will always be advertised to service impacting customers 3 days in advance.
- **Emergency Maintenance** – Is likely to be immediate due to severity and could be same day.

Incident and Problem Management

Elite Group employs the ITIL framework for IT service management incorporating Incident and Problem management models. Incident Management's primary objective is to restore service as quickly as possible and handle all initial support and service requests. All incidents will be logged with the Elite Group Service Desk which is then responsible for the resolution and closure.

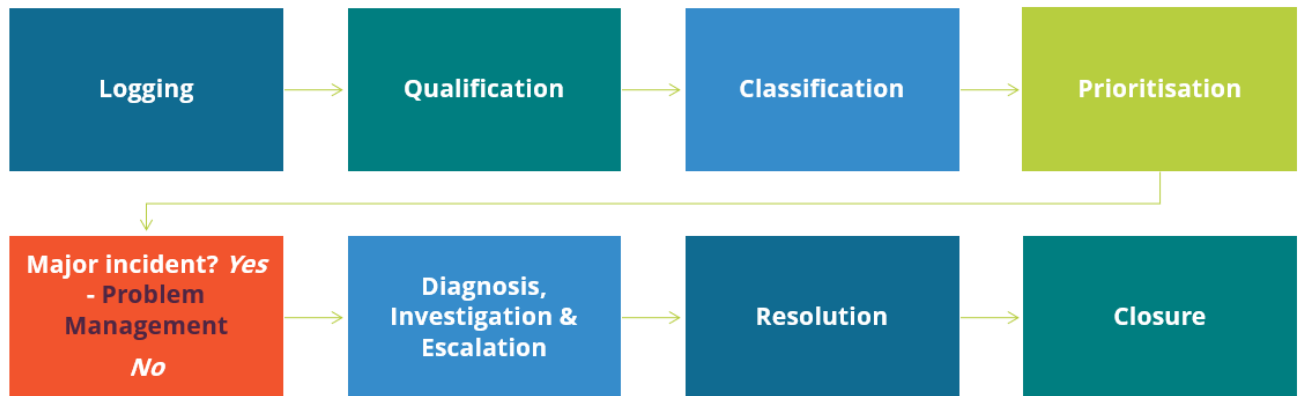
Incident Escalation

An incident which cannot be resolved in the first service level is escalated through the Elite Group support teams and if necessary, on to 3rd parties.

Elite Group employs two types of escalation:

- **Functional escalation** - The support of a higher-level specialist is needed to resolve the problem.
- **Hierarchical escalation** - A manager with more authority needs to be consulted to take decisions that are beyond the competencies assigned to this level, for example, to assign more resources to resolve a specific incident. The Elite Group Executive Management team will support all levels of a hierarchical escalation.

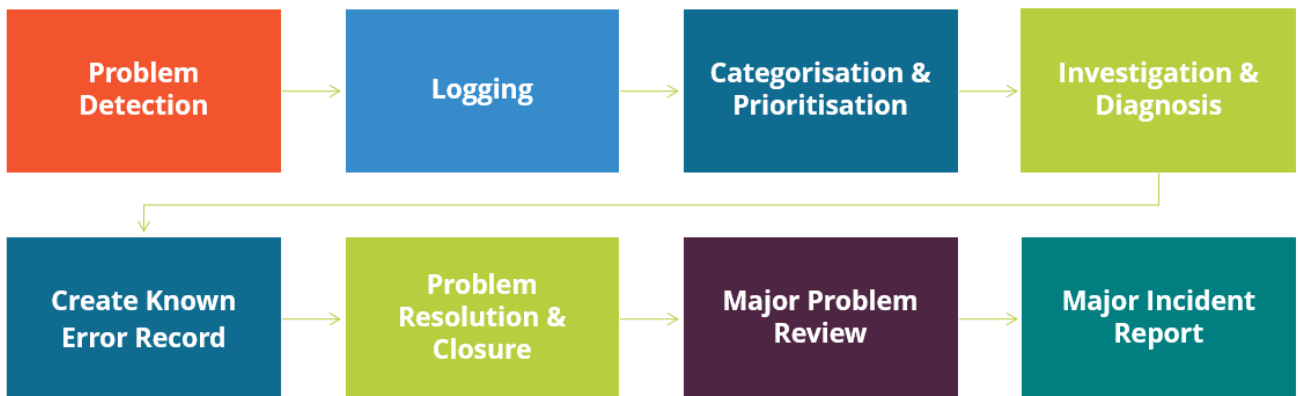
Incident Management Process



Problem Management

Senior Analysts and Problem Managers are responsible for the problem management process, investigating the root cause of incidents through service level reporting and daily monitoring. The Elite Group Knowledge Base is regularly updated with appropriate workarounds and resolutions to problems with the objective of reducing re-occurring incidents.

Problems identified through the service reporting function are managed through the continual service improvement process.



Continual Service Improvement Program

(CSI) Service review meetings will be scheduled with customers to an agreed timescale or as required. Elite Group Service Delivery Managers will sponsor service improvements and provide supporting documentation for SLAs and departmental performance. The aim is to continually improve the services we provide to you through documented, measurable, and planned actions. This is our commitment to you as a partner.

Service Reporting

Elite Group customers will be provided access to a range of self-service reports designed to provide management level information relating to the performance and availability of services. A further option is to have a custom report pack provided as part of a regular service and/or account review program.

Our customers will receive a dedicated Service Delivery Manager if commercially included in the contract.

The Elite Group monitoring systems record: event logging, security incidents, firmware and software versions, capacity, performance, licencing, SNMP information and other management information, can be accessed in real time and also used for historical performance reporting. Information can be obtained for many performance metrics including user interaction, performance availability, utilisation, latency, and speed.

The Elite Group service report is designed to demonstrate ITIL processes and is audited against ISO standards. Management level information is provided in the following areas:

- Executive summary including report overview, purpose, key KPI performance metrics and audience
- All service requests including incidents, change & problem records
- Trend analysis against known problem codes
- SLA performance against managed services
- Availability based reporting on 24 x 7 x 365
- Licence status reviews
- ISO Compliance updates and certifications
- Continual service improvement actions and measurement

Technical Reviews

Customers have the option to request technical reviews via their Account Manager. Elite Group recommends annual reviews as a minimum to ensure technical designs are aligned with desired customer outcomes. We are your partner; we want to be woven into the fabric of your business to provide our expertise.

Third Party Suppliers

Where 3rd parties are contractually engaged in our delivery of support or services, we will take full ownership of the relationships and performance management, we will share the details of these meetings.

Where the customer is responsible for the management of their own supplier relationships, for other parts of the solution, Elite Group will work collaboratively with the suppliers and 3rd parties where necessary.

Key supplier management has accountability in our Operations function. The purpose of this is to contractually and operationally managed our 3rd party supplier performance, to make sure our customers are getting the best possible service.

Change Enablement

The Service Desk is responsible for the Elite Group change management process. The objective of change management in this context, is to ensure that standardised methods, and procedures are used for efficient and prompt handling of all changes to control IT infrastructure and to minimise the number and impact of any related incidents upon service.

Planned and emergency maintenance windows are handled via the change management process. This includes customer consultation, notification, and support.

Customer initiated changes must be authorised by an authorised customer representative via a change request form which will be supplied by the Elite Group Service Desk upon receipt of a change request.

Change requests which create a significant impact on engineering resources or require onsite attendance may result in additional charges.

The Elite Group change management process is documented within the company ITSMS manual.

Customer Initiated Emergency Changes

Elite Group would encourage its customers to keep the number of emergency changes to an absolute minimum. Through experience they are generally more disruptive and prone to failure.

All changes likely to be required should, in general, be foreseen and planned, bearing in mind the availability of resources to build and test the changes.

However, there will be occasions when business priorities may drive a customer to request changes that need to be implemented bypassing the standard process and timescales. Elite Group will seek to co-operate to meet such business priorities.

Customer driven emergency changes are not within the contractual scope of the service and may result in additional charges to the customer.

It is incumbent upon Elite Group and its customers to respect the key elements of the change process whilst attempting to accelerate the implementation of change. The accelerated process will inevitably involve additional risks, not all of which may be identified. A customer instruction to proceed with a change is also an acknowledgement of these risks and an acceptance of responsibility for any detrimental effects and costs which may occur in any corrective action.

Customer emergency changes should be requested at management level senior to the normal point of contact and must be agreed by the corresponding management level at Elite Group.

Change Service Levels

Normal Changes

Pre-approved changes not requiring significant planning or engineering resources will be managed against the Elite Group priority 2 SLA.

Standard Changes

Standard changes may vary considerably in their scope and impact. The target SLA for changes of this type is 5 working days.

Emergency Changes

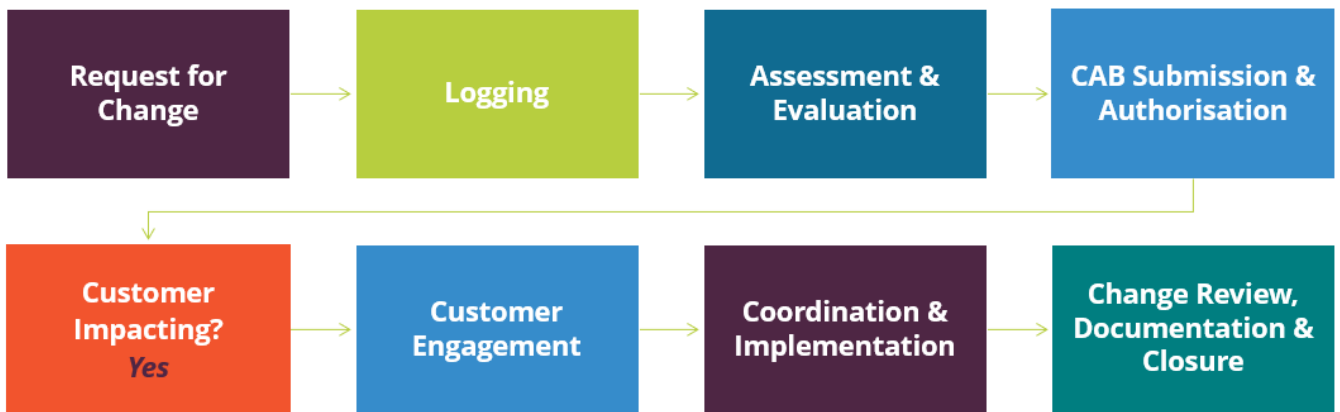
Emergency changes will be carried out as quickly as possible in accordance with the change management process described in this document.

Customer engagement will be focused on providing information relating to the scope of work and the implementation schedule.

The examples below are illustrative and not exhaustive.

Normal change examples	Equipment replacement using a known configuration Firewall access list modification (single instance) Configuration modification (single instance)
Standard change examples	Network/ System wide configuration changes A new configuration which requires testing before implementation New/ Amend/ Remove User requests Simple / pre-approved changes
Emergency change examples	Network Changes required following a vulnerability or security breach Configuration changes required to resolve a critical service failure

Standard Change Process



Release Management

Software Updates, Upgrades and Critical Patching

As upgrades to code are released from the relevant manufacturers, we will propose and recommend upgrades where appropriate to maintain functionality. Emergent new features or the resolution of existing bugs may have a bearing on the upgrade path. With your agreement we will ensure your security devices are at the relevant release levels to optimise the solution.

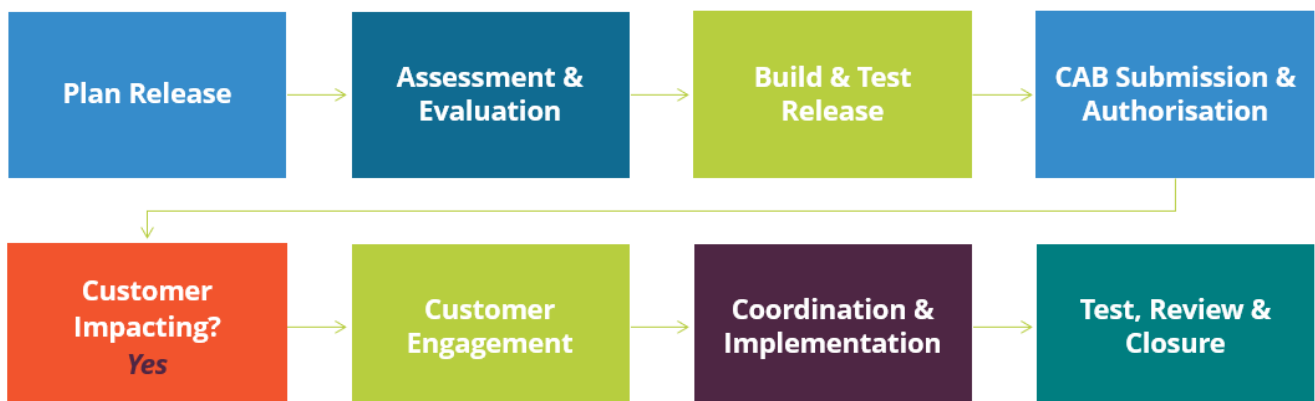
Elite Group will manage software we deploy and ensure that systems are only updated where necessary.

Risk Management

Organisations face inherent risks, these risks can be internal or external, more often a combination of both. As part of good corporate governance, Organisations are required to manage risks at all levels across their business. Organisations should consider the potential for risks to affect the achievement of its strategic objectives and how risks can influence strategic decision making.

Service reviews can include risk management to ensure that risks are identified, fully understood, mitigated where possible and acknowledged by both parties.

Standard Release Process



Escalation Procedure

If you feel that a service request is not being managed effectively by the Elite Group Service Desk, and within the framework and timescales outlined within this document, the following contacts should be used for additional escalation.

The Elite Group Service Desk can contact a Senior Analyst for a level one escalation if requested by a customer.

Level 1 Elite Group Service Desk	Office: 0344 875 8880 Email: customerservices@elitegroup.com
Level 2 Service Desk Manager - Ben Holme	Office: 0344 875 8880 Email: ben.holme@elitegroup.com
Level 3 Nominated Account Manager	Office: 0344 875 8880 Mobile: Direct Email: Your Nominated Account Manager
Level 4 Head of UC Services - Pete Harris	Pete Harris Office: 0344 875 8880 Email: pete.harris@elitegroup.com
Level 5 Managing Director – Peter Jury	Peter Jury Office: 0344 875 8880 Email: peter.jury@elitegroup.com

Formal complaints for this area of the business are to be made in writing to your Account Manager including Peter Jury – Managing Director at Elite Group – peter.jury@elitegroup.com

A formal complaint will be logged against a unique reference and a dedicated resource will be allocated to investigate the issue and provide a formal response within 5 working days.