



# Customer Handbook

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[www.drcltd.co.uk](http://www.drcltd.co.uk)



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## 1. Welcome

### DELIVERING RELIABLE COMMUNICATION

At DRC, we believe that communications should be straightforward, and enhance your business. We listen to our clients and use our 30+ years of expertise to ensure that your communications strategy not only fits your business now but is fully optimised to support your business in the future. We are passionate about what we do and pride ourselves on offering fantastic customer service.

Most of our new customers come to us because their communications aren't running smoothly, or they are seeking expert advice and service. We won't bombard you with jargon, but will listen to your requirements, keep it simple and support you the whole way through your journey with us.

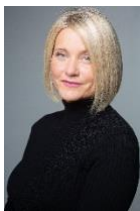
## 2. Meet the Team

### OUR PEOPLE ARE OUR BIGGEST ASSET

We are a close-knit team, with a common goal – we are passionate about delivering reliable communications with excellent service. We have a team ethos and support each other in our achievements.

We love speaking to clients - from the very first enquiry that comes into the business we are keen to get to know you as individuals and understand your challenges, so that we can help you choose the right solutions to make your business thrive.

There's one common theme that pulls the DRC team together and that is our passion for service. We all work hard to provide our customers with exceptional service every day. From onboarding with us, to regular account reviews to ensure your solution is working for you, we want to hear about your challenges and frustrations, which will allow us to guide you to the solutions that will simply make your life easier.



**Sue Elliott**  
**Managing Director**



**Debbie Elliott**  
**Head of Sales**



**Kate Howard**  
**Head of Finance**



**Toby Sykes**  
**Head of Service  
Delivery**



### 3. Customer Support Definition

#### CUSTOMER SERVICE IS THE HEARTBEAT OF OUR BUSINESS

The DRC Service Desk serves as the primary interface between the support department and DRC customers. Its function is to record and respond to customer requests for assistance with queries or problems and the resolution of these queries/problems with respect to all DRC services.

Customer Support commences when the Service has been handed to you by our Order Management Team. At this point, you will receive an email handover which will define your Service Commencement Date.

Our Customer Support continues to be effective until the Agreement and / or the Service(s) are cancelled.

The Service Desk is a single point of contact for all DRC customers, regardless of product or service.

### 4. How to Raise an Issue

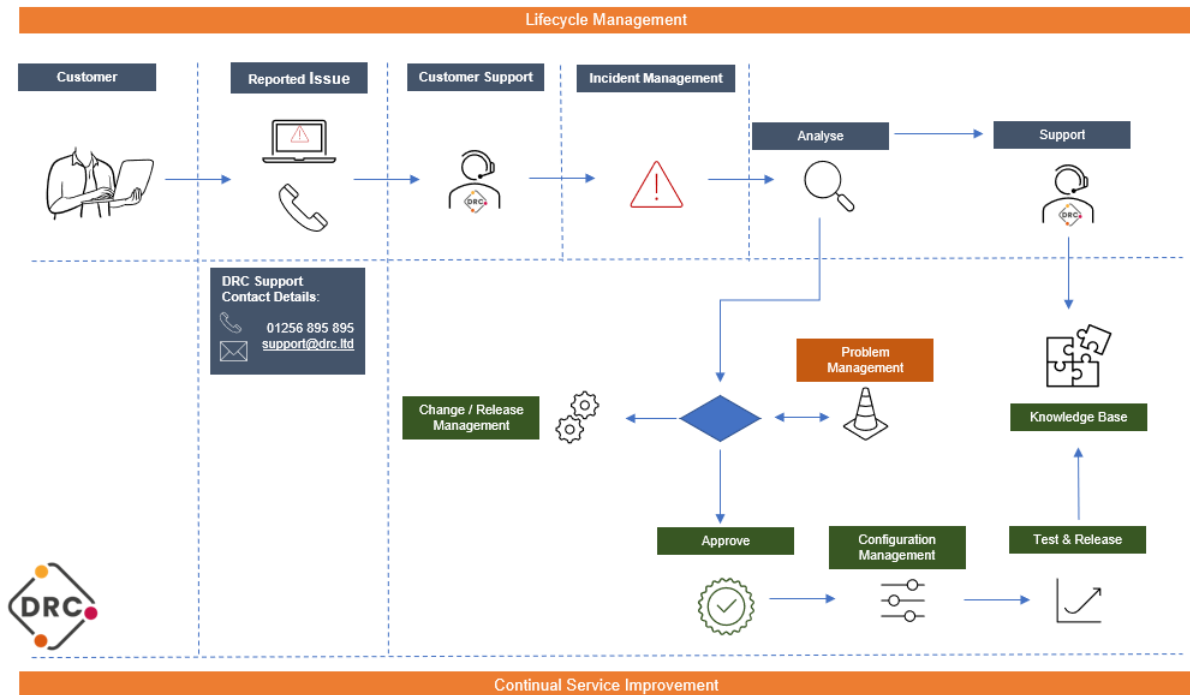
The following procedure should be followed should you need to report an issue. You can raise an issue with the Service Desk via telephone or email; however, we would always encourage for any urgent or critical Issues, that this is raised via telephone.

Telephone Number	01256 895 895
Email	support@drc.ltd

To ensure the DRC Service Desk can quickly log your Case and start investigating, please ensure you are able to provide the below information:

- Primary Contact name and surname
- Contact email and telephone number
- Location
- Service Reference/s
- A brief description of the issue
- When did the issue commence?
- Is it continuous / intermittent?
- Is the Issue service affecting or non-service affecting?





#### 4.1 Acknowledgement of an Issue

*If the case is raised via telephone*

The DRC Service Desk team member will enter the information provided into our CRM platform during the call. We will provide you with a unique reference number (case no) which should be referred to throughout the case lifecycle. Case reference example CS-12345

*If the case is raised via email*

If the case is submitted via email, the information provided will be entered within the DRC CRM platform. An email acknowledgement will then be issued to you with the unique case reference number which is referred to throughout the Case lifecycle.

DRC working hours are Monday to Friday 09:00 – 17:00



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## 4.2 Case Priority Definition

The DRC Service Desk will assess the impact and urgency of the problem being reported and agree a priority level.

Priority Definition:

Hosted Telephony:

Severity	Fault Nature	Acknowledge Within	Target Resolution Time
Critical	<ul style="list-style-type: none"> <li>Leased Line / Hosted phone system outage</li> <li>Loss of Service - Multiple Services</li> </ul>	1 Hour	5 Clock Hours
High	<ul style="list-style-type: none"> <li>Service Affecting Fault</li> <li>Loss of Service – Single Service Affected</li> </ul>	2 Hours	9 Clock Hours
Normal	<ul style="list-style-type: none"> <li>Degradation of Service</li> <li>Service operating but with impact to service</li> </ul>	4 Hours	3 Working Days
Low	<ul style="list-style-type: none"> <li>No Impact to customer / Single number destinations / QoS</li> </ul>	1 Working Day	7 Working Days

- Hosted services are based over 6 geo-redundant servers through the UK
- Hosted core service runs in at least two of these locations in the UK. Services are designed to failover should services in one location fail.
- Hosted failover timings are unique to the specific issue at the time.

\*Clock hours are calculated and are defined as the time between the start time and stop time, excluding parked time as follows:

- Start Time – The time a fault is validated and categorised as described under the fault nature description above.
- Stop Time – The time the fault is cleared.
- Parked Time – The time during which the clearance is outside of the provider's control.



Fixed Lines & Broadband:

Severity	Fault Nature	Acknowledged Within
Critical	<ul style="list-style-type: none"> <li>Leased Line / Hosted</li> </ul>	1 Hour
High	<ul style="list-style-type: none"> <li>Service Affecting Fault</li> </ul>	2 Hours
Normal	<ul style="list-style-type: none"> <li>Service operating but with impact to service</li> </ul>	4 Hours
Low	<ul style="list-style-type: none"> <li>Any other queries</li> </ul>	1 Working Day

DRC SLA for Fixed Lines:

(Single Analogue, ISDN2 & ISDN30)

Care Level	Inclusivity	Target Resolution Timescale
Care Level 2	Standard	Clear by 23:59 next day, Monday to Saturday, excluding Public and Bank Holidays. For example, Report Tuesday, clear Wednesday.
Care Level 3	Optional Add On	Report by 13:00, clear by 23:59 same day. Report after 13:00 clear by 12:59 next day, seven days a week, including Public and Bank Holidays – Openreach will respond 4 hours of receipt of fault report. If the fault is not cleared during this period Openreach will advise the nominated contact of the progress being made to clear the fault.
Care Level 4	Optional Add On	Clear within 6 hours, anytime of day, and any day of the year – This is a super-fast repair service offering a capability with a commitment from Openreach to clear a fault within 6 hours.

DRC SLA for Broadband:

(ADSL, ADSL2+ & FTTC)

Care Level	Target Resolution Timescale
Standard	48 Clock Hours
Enhanced	24 Clock Hours

Clock hours are calculated and are defined as the time between the start time and stop time, excluding parked time.



DRC SLA for Fixed Lines & Horizon Assured Services:

Severity	Fault Nature	Acknowledge Within
Critical	<ul style="list-style-type: none"> <li>Leased Line / Horizon / Akixi Outage</li> </ul>	1 Hour
High	<ul style="list-style-type: none"> <li>Service Affecting Fault</li> </ul>	2 Hours
Normal	<ul style="list-style-type: none"> <li>Service operating but with impact to service</li> </ul>	4 Hours
Low	<ul style="list-style-type: none"> <li>Any other queries</li> </ul>	1 Working Day

### 4.3 Communication during an Incident

We understand that during an Issue it is important that you are always kept up to date and aware of the next steps. We will always aim to provide updates at the earliest opportunity and ensure transparency through each step through to resolution.

During each update we will always aim to provide the below information:

- The status
- Next Steps

### 4.4 Resolving and Closing a Case

Once the Case investigation has reached a satisfactory resolution which has been agreed by the Customer and the DRC Service Desk, the Case will be closed. Upon closure, the DRC Service Desk will always aim to provide the following information:

- Description of the fix or advice given
- The exact nature of the issue = and resolution process
- The customer contact that authorised that this was resolved





## 5. Escalations

This is a reference for DRC customers whereby it is deemed necessary to escalate a matter. An escalation should only be raised if DRC has failed to meet a published Target Response/Fix or SLA. Customers should also initiate a support escalation if they feel an Incident/Problem/Change is not progressing.

Escalation Level	Position	Contact Details
Level 1	Service Desk	<a href="mailto:support@drc.ltd">support@drc.ltd</a> 01256 895895
Level 2	Head of Service Delivery	Toby Sykes <a href="mailto:toby.sykes@drc.ltd">toby.sykes@drc.ltd</a> 01256 895895
Level 3	Managing Director	<a href="mailto:sue.elliott@drc.ltd">sue.elliott@drc.ltd</a> 01256 895895

\*During business hours – Named contacts available Monday – Friday 09.00 – 17.00 hrs, excluding Public Holidays.



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## 6. Change Requests

You can submit a Change Request via email to [support@drc.ltd](mailto:support@drc.ltd). The change will then be recorded within the DRC CRM system and a unique Case reference provided to be referenced throughout the lifecycle of the change. Example requests below:

1 Hour			2 Hours		
Account Suspension	DCOO	Password	Account	Fixed Line Issue	Number Swap
Advance	Add/Remove	Reset	Extract	Group	Office 365 Issue
Replacement Bar	Divert	Porting	Account	Add/Change	Phone System
Add/Remove - Admin	Add/Remove	Issue	Overdue	GTN	Issue Profile
Bar Add/Remove - Content Bar	Fixed Line	PUK Code Required	Admin User	Add/Remove	Add/Change
Add/Remove - GPRS	Incident Fixed	Reporting License	Add/Remove	Handsfree Issue	Repair
Bar Add/Remove - International Bar	Line Outage	Add/Change Reporting	Association Change	Hardware Fund	Reporting
Add/Remove - MMS	Hosted Incident	Outage	Billing/Invoice Issue	Hosted Issue	Issue SIM
Bar Add/Remove - Premium	Hosted License	Request for Paperwork	Broadband Issue	International	Check
Calls Bar Add/Remove - Premium Texts Bar	Add/Change Hosted	Roaming Feature	Call Recording	Issue Loan/Trial	SMS Issue
Add/Remove - Roaming	Outage	Add/Remove Roaming	Add/Change Call	Equipment M2M	Unbilled Call
	International Feature	Issue	Recording Issue	Issue	Report Unbilled
	Add/Remove MDM Incident	SIM Swap	Conference Issue	MDM Device	Data Report
	MDM License	SIM Swap	Copy Invoice	Issue MDM	Usage Check
	Add/Change MMS	Status Tariff	Request Data	Issue	Voicemail Issue
4 Hours			1 Working Day		
BAN to BAN	Hosted	Office 365	Account Review	Office	
Bill Recalculation	Query Info	Query Online	Meeting Allocation	Move	
Billing/Invoice	on Hold	Billing	Code Add/Change	PAC	
Query Broadband	Insurance	Phone System	BEN Add/Change	Request	
Add/Change	International	Query Planned	Billing/Invoice	ProCo Call Recording	
Broadband Query	Query Last	Maintenance	Add/Change Christmas	ProCo	
Call Recording Query	Activity	Porting Query	System Changes	Hosted	
Commitment Term	Lease	Reporting	Commercial Approval	ProCo	
Update Conference	Add/Change	Add/Change	Commercial Credit	MDM	
Add/Change	Lease Query	Reporting Query	Request Contract Date	ProCo	
Conference Query	M2M	Reporting Report	Request Corporate ID	WLR	
Data	Add/Change	Add/Change Reporting	Request Disconnection	Renewal	
Query	M2M Query	User Add/Remove	DPA Password	Termination Fees	
Device	MDM Add/Change	Roaming Query	Add Equipment	Request	
Setup	MDM Application	SMS	Add/Change	Testimonial/Review	
Email	Add/Change MDM	Query	GDPR Request	Username Change	



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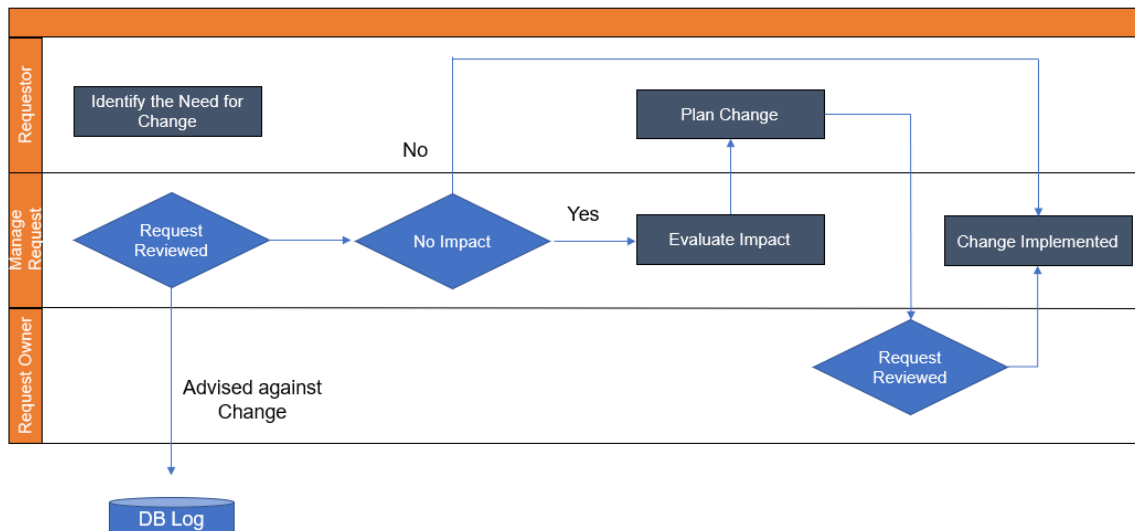
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## 6.1 Change Request Process

The Target Resolution is subject to the scope of the change and may take longer than the example timeframes listed. Examples of this could be a new feature request which has not been previously implemented, changes which require testing prior to implementation, or large scale changes to be deployed to multiple users.



\*During business hours – Named contacts available Monday – Friday 09.00 – 17.00 hrs, excluding Public Holidays.

## 7. Problem Management

Where a problem with a service is identified then a Problem Notification will be issued to all affected Customers which will explain the problem, potential causes, actions being taken by DRC and any work around Actions.

- Where the resolution is found to lie with DRC Partners, then they will act to resolve the Problem.
- Where the resolution is found to be in areas under the Customer's control it will be the Customer's responsibility to resolve the Problem.
- If the Customer is unable to resolve the Problem after being given reasonable notice to do so, then DRC will exclude incidents caused by that problem from the calculations of service performance measures (e.g., Availability) and treat any further incidents caused by the Problem as Severity 3 (Normal).



## 8. Billing

The DRC Billing team will deliver invoices to our customer via email, in line with the frequency agreed within the applicable contract.

8.1 Invoice Disputes These types of queries should be raised with our Finance team by contacting [accounts@drc.ltd](mailto:accounts@drc.ltd) or [01256 895 895](tel:01256895895). A member of the team will be in contact with you to advise the query has been assigned, as well as details of our actions to resolve the query.

We ask that you provide us with the account number and the invoice number(s), both found on the invoice that are being disputed and as much information as you can for us to investigate and resolve your query as quickly as possible to you. The team is available Monday to Friday 09:00 to 17:00 (except for bank or national holidays)

## 9. Complaints Process

We are sorry if you feel the need to complain, and we want to resolve the situation as quickly as possible.

You can email your complaint to [support@drc.ltd](mailto:support@drc.ltd) or contact the Support Team directly on [01256 895895](tel:01256895895). The team are available Monday to Friday 9:00-5.00pm.

The team will issue an acknowledgment providing a complaint reference and confirming a single point of contact within the Support Team.

We will need some time to investigate and resolve the complaint, but we will always aim to have either resolved the complaint or have a clear plan of action in place within 10 working days.



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## 10. Did you Know?

In addition to your “chosen services” DRC also offer a wide range of services that are fully optimised to support your business in the future. We are passionate about what we do and pride ourselves on offering fantastic customer service.



If you would like further information or to book in an Account Review, please contact your Account Manager on 01256 895895 or via email to [support@drc.ltd](mailto:support@drc.ltd) who will happily help with your enquiry.

Thank you again for choosing DRC, we look forward to showing you how we're different.



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