



**CRYSTALLINE**

Managed Business Communications

## The Crystalline Service Promise

For the provision of mobile communication services

- ✓ One call away from problem resolution
- ✓ Guaranteed, published response times
- ✓ Regular account manager contact



Mobile



Data



Unified Comms



Voice



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## Section 1: Management Summary

**As a provider of Telecommunications, Crystalline recognises its role as a key partner in the day to day operation of a customer's business.**

This document sets out a Standard of Service that covers the complete set of Crystalline communications mobile products, together with a commentary on the company's general service approach to taking care of its customers.



### Management Summary



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## Section 1: Management Summary

### Mission Statement

“Crystaline were formed with the aim of providing the latest solutions and innovations in managed business communications to the SME market, with a focus on exceptional customer service and building long-lasting client relationships.

In a rapidly-evolving B2B Technology landscape, Crystaline aim to provide expert advice and effective mobile, voice, data and unified communication solutions for businesses.

Crystaline create effective communication solutions, from the perfect handset and tariff for staff on-the-go, to providing cutting-edge office telephone systems, enabling businesses to meet their growth objectives and goals.”

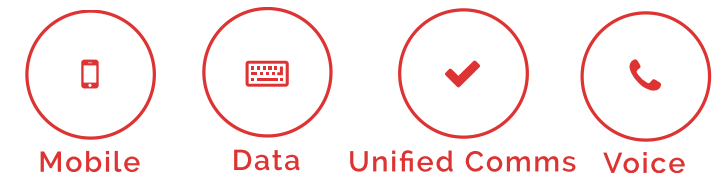
### Company Values

- Exceptional customer service, offering an honest and transparent relationship with clients
- A friendly and responsive customer helpline with expert advice and technical assistance
- A simpler way of communicating complex B2B solutions, by cutting out the jargon
- The latest innovations in the mobile, data, voice and unified communications markets to help businesses grow
- A hands-on service. We love what we do and take pride in our product and services

### Our Partners



### About Crystaline



## Section 2: Our Promise

### 2.1 Network availability and quality of service

When customers are effected by a service outage, updates will be provided at the following intervals during office hours until normal service is resumed; Every two hours for multiple customers, every four hours for one customer and once a day for a single user.

The functionality of the mobile and other networks provided may be beyond the direct control of Crystalline. However, Crystalline will assume the responsibility of pursuing the restoration of the network's service on behalf of the Customer. Updates will be provided to the Customer and where the outage affects multiple customers during normal working hours every two hours until the restoration of the service, and when the outage affects only the Customer then the updates will be every 4 working hours. Where an outage affects single users then the update will be directly to them once each day until service is restored in full.

All service interruptions that result from third parties will follow the escalation procedure of each supplier such that each escalation procedure will be invoked within 1 hour of any confirmed third party fault.

Updates will normally be provided via email unless the delivery of email is affected by the service outage in which case an alternative pre-agreed method of notification will be used.

### 2.2 Billing accuracy

The accuracy of the financial aspect of billing information should always be beyond reproach as it is derived directly from billing information provided by the network operator or carrier.

However, any queries or questions may be answered by Crystalline and if necessary we will raise the query with the network. This may take up to 30 working days.



Our Promise



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## Section 2: Our Promise

### 2.3 Customer Service Response Times

#### Response Times

Calls Answered  
Call backs  
Emails / Faxes  
Formal Written Correspondence

- Within 4 rings
- Always same day, within 2 hours
- Always same day, within 4 hours
- Within 2 working days

#### Resolution Times

Billing query  
Credit Notes  
New/swap/faulty un-configured handsets  
  
New/swap/faulty configured handsets New orders

- Within 2 working days or up to 30 days
- Within 1 month
- Received before 5pm, despatched Same day (dependent upon stock levels)
- Despatched next working day
- Within 48 hours

#### Account Changes

SIM swaps/tariff changes

- Within 24 - 48 hours



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## Section 2: Our Promise

### 2.4 Complaints Procedure

Complaints raised by the customer will be logged in the complaints database held within Crystalline's Customer Service Centre (CSC). The following information will be requested and recorded:

- Detail and source of complaint
- Date and time
- Contact telephone number
- Nature of complaint
- Location(s) affected by complaint
- Any other relevant information

The CSC will pass all customer complaints to the appropriate Customer Service Manager. An acknowledgement of the complaint will be issued promptly and appropriate action taken to resolve the problem. All complaints will be targeted for resolution within 20 Normal Business days from the initial receipt at the CSC.

**Any complaints or information concerning breaches of service levels should be addressed to:**

Crystalline Communications Ltd  
Boston House Business Centre  
69-75 Boston Manor Road  
Brentford  
Middlesex  
TW8 9JJ  
[info@wearecrystalline.co.uk](mailto:info@wearecrystalline.co.uk)



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## Section 3: Mobile Services

### 3.1 New connections with new numbers

All connection requests will be processed within two working days from receipt of a written agreement from the customer. Schedules herein assume an existing account setup and credit checking approval.

### 3.2 Network Transfers - PAC codes

When a customer transfers a mobile number from another network, Crystalline must be provided with a PAC code by the Customer. To obtain a PAC code the customer will need to contact their existing network operator or service provider.. Network operators and service providers are obliged by law to provide the PAC code upon request and within 48 hours.

Once a PAC code is received by Crystalline requests will be processed within one working day. Crystalline will agree a transfer date for the telephone number with the Customer, typically within 14 working days of the transfer request.

In addition this date will also be governed by the Mobile Number Porting rules that all service providers are bound by.



Mobile Services



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## Section 3: Mobile Services

### 3.3 Handset and accessory supply

The supply of mobile hardware is subject to availability. However, Crystalline will endeavour to deliver any equipment ordered by the Customer within 2 working days. Normal delivery times for standard stock items are next day for all mobile hardware products.

In the event that a delivered handset is damaged, faulty or broken, Crystalline will endeavour to send a replacement within 24 hours and the faulty or damaged phone will be collected at the same time as the replacement is delivered. The reporting and replacement of such handsets must take place within 14 days of initial delivery. Devices reported as damaged after this period will be replaced with refurbished product.

When the phone is in warranty there will be no charge for warranty repairs. Out of warranty repairs will be charged at the relevant rate. Out of warranty phones beyond economical repair will be charged at their full replacement value as per the then current SIM free price list.

Crystalline will endeavour to complete repairs within 2 - 4 weeks from the date the goods are received.



### Mobile Services



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## Section 3: Mobile Services

### 3.4 Other hardware

For all new orders received by 3pm on any working day, subject to the item being in stock, we will ship on the same day.

### 3.5 Installations

All installations provided by Crystalline will only be undertaken by an approved and engineer who will carry out pre and post installation checks. All Installations may be subject to survey.

### 3.6 Account Management

When you become a Crystalline customer you will hear from our Operations team who will take you through every step of account implementation. You will then receive a courtesy call from us after one month to ensure that everything has been implemented to your satisfaction and that the experience was seamless. From that point on you will receive a review in your offices every 3-6 months from your dedicated Account Manager.

Your Account Manager will monitor your bills and ensure they are as efficient as possible. They are also there for you as the first point of contact at all times in areas of issue resolution so you don't have to get involved in calling the networks yourself. We believe this gives our customers peace of mind that somebody is keeping their eye on the market for them and know that they only have to make one call.



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