

Help Desk Technical Support

All requirements for Technical Support are provided by the Akhter Help Desk

Initiating technical support is as follows:

Available hours: 09:00 to 18:00 Monday to Friday excluding bank holidays and weekends.

Help Desk Contact Times	Call
Between the core hours of 09:00 - 18:00	01279 821200
Extended hours are available on request	

Or via email: **service@akhter.co.uk** - stating customer details, Domain Name and brief nature of fault.

Helpdesk support normal working hours - Normal office hour's support is 09:00 – 18:00hrs Monday to Friday

Helpdesk Extended Out Of hours - Support for extended hours is 07:00 to 09:00 and 18:00 to 19:30 Weekdays except Bank Holidays (extended support is not provided as standard and is purchased as an additional option)

Technical support is provided for all services supplied

Akhter provides this single point of contact for these types of support with the First Line support team taking all initial calls. Calls may be escalated to specific technical groups within the company. These teams are aware of the mandated SLA for the service as they are tagged with the code DOM. This escalation procedure is a defined process within the company quality system to ensure that all calls are resolved in a measured and timely manner.

The Customer Service Centre's guarantee for its First line Support is as follows:

- All customer support telephone calls are answered within 2 minutes
- All support queries are actioned within 1 hour and have a target resolution of 4 working hours.

Points of Contacts and Escalation

Akhter Help Desk

Help Desk Single Point of Contact availability times	Call
Between the core hours of 09:00 - 18:00	01279 821200
Extended hours are available on request	

If for **ANY** reason you are not receiving the expected level of service, please immediately escalate the issue to either of the personnel below.

Escalation:	Service Department Address:
Alan Laffoley Customer Services Manager Akhter Computers Ltd Email: alan.laffoley@akhter.co.uk Tel: 01279 821200 DDI: 01279 821250 Mob: 07809 387424	Service Department Akhter Computers plc Akhter House Perry Road Harlow Essex CM18 7PN