

UCD Telephone Services Customer Charter



Contents

	Page
1. Our Charter	3
2. Core Services	3
3. Service Support Levels	3
4. Fixed Service Support	4
5. Mobile Service Support	5
6. Service Support Targets	6
7. How to Contact Us	8
8. Complaints Procedure	8
9. Commitment to Continuous Improvement	8
10. Document History	8

UCD Telephone Services Customer Charter

1. Our Charter

UCD Telephone Services is committed to providing our customers with a high quality service. This Charter is designed to provide customers with an overview of our core services, the service support levels one can expect, how we may be contacted, and the complaints procedures in the event that one is not satisfied.

Should you have any questions or comments on the charter, please contact us by emailing telephone.services@ucd.ie

2. Core Services

Telephone Services provides both fixed and mobile voice services to staff across the University. The scope of the services provided includes:

1. 24-hour operator services
2. Fixed and mobile voice services provision, maintenance and support
3. Fixed voice handset provision, maintenance and support
4. Mobile voice and data handset provision
5. Fault resolution management
6. Fixed and mobile customer account management

3. Service Support Levels

Our customers can expect to be treated courteously and with consideration at all times.

All contacts are logged with our case management system with each case allocated a Case ID number for future reference. A confirmation email is sent to the customer following the logging of a case.

The email provides a time-stamp and summary of the ticket raised and includes the Case ID and ticket Category.

See *Section 6 Service Support Targets, Table 1* for an overview of priority levels and corresponding target resolution times.

4. Fixed Service Support

Our core support service for fixed-line users is centred on service and handset provision, maintenance and support. Ensuring our fixed-line customers can make and receive calls is our primary remit. The scope of the support provided includes:

1. Move of an existing telephone or existing telephone line
2. Provision of new telephone or new telephone line
3. Telephone and telephone line fault rectification and / or replacement
4. Voice mail provision and maintenance
5. Billing services
6. General enquiries

See *Section 6 Service Support Targets, Table 2* for an overview of fixed voice support provision and corresponding target resolution times.

5. Mobile Service Support

Ensuring customers can make and receive calls is our primary remit. Our core support for mobile users is focussed on streamlining the delivery of mobile devices and contracts to customers. To avail of a discounted call rates regime and device pricing, the services are provided under the University's corporate mobile operator account.

Support for mobile data services, including, but not limited to internet access, email and calendar integration and contacts transfer is provided on a best-effort basis only. Support for issues arising with basic device software is included in fault rectification support.

The scope of the support provided includes:

1. Account set-up and management including information on tariff regimes available
2. Device purchase including order placement and information on models and pricing
3. Device upgrades including order placement and information on models and pricing
4. Device fault rectification or replacement including assistance with arranging repairs
5. Billing services
6. General enquiries

See *Section 6 Service Support Targets, Table 3* for an overview of mobile voice and data support provision and corresponding target resolution times.

6. Service Support Targets

While every effort is made to ensure that target resolution times are met customers should note that UCD Telephone Services is dependent on external providers.

Table 1 – Priority levels and target resolution times

Priority	Ticket description and target resolution time	
1	Outage of an essential system service e.g. operator service	6 hours
2	Outage of any other main service e.g. voicemail service	12 hours
3	Outage effecting localised or smaller number of end users	24 hours
4	Individual user problems	Up to 72 hours

- *Target response time for Priority 1 tickets is 15 minutes*
- *Target resolution times are measured during normal business hours*

Table 2 – Fixed services support target resolution times

Priority	Support description and target resolution time	
4	Move of an existing telephone or existing line	48 hours
4	Provision of new telephone or new line	48 hours
4	Telephone and line fault rectification or replacement	48 hours
4	Telephone billing services	72
4	General enquiries	72

- *Target response time for Priority 4 tickets is 24 hours*
- *Target resolution times are measured during normal business hours*

Table 3 – Mobile services support target resolution times

Priority	Support description and target resolution time
4	Customer account and contract set-up 48 hours*
4	Device purchase 48 hours*
4	Device upgrade 48 hours*
4	Device fault rectification and / or replacement 48
4	Telephone billing services enquiries 72
4	General enquiries 72

** from receipt of customer completed order*

- *Target response time for Priority 4 tickets is 24 hours*
- *Target resolution times are measured during normal business hours*

7. How to Contact Us

Email	telephone.services@ucd.ie
Phone	(01) 716 1800 - Monday to Friday 9:00am to 5:00pm
Web	ucdestates.ie
Drop in	By appointment only. Belfield House - Mon to Fri 8:00am to 5:00pm

Telephone Services issue notices [online](#) on scheduled maintenance works and major faults as they arise. You can also follow us on Twitter *@UCDTelephones*

8. Complaints Procedure

You have the right to complain if the standard of service you receive falls short of what is set out in this Customer Charter. Should you wish to make a complaint, or if you have any comments relating to the services provided by Telephone Services, please contact the Helpdesk on (01) 716 1800.

Alternatively you can send an email to telephone.services@ucd.ie.

9. Commitment to Continuous Improvement

Telephone Services is committed to the continuous improvement of our range of services. We welcome your views as to how we can best meet your needs. Telephone Services provides an online User Feedback Form on our website to facilitate customer feedback and assisting our staff gather feedback on the quality of the service provided.

10. Document History

This document was last updated on 01 June 2017.

END