



# Modern Networks Service Desk

## Do you need technical support?

If you need to report a technical fault or request a new service, please contact the Modern Networks Service Desk.

All service tickets are prioritised. We respond to business-critical incidents immediately. If you experience a low-priority issue, we aim to respond within 5 work days.

We recommend that you call the Service Desk whenever possible to report a fault so that we can properly evaluate and prioritise our response. If you do email us, please ensure you describe the issue briefly but in enough detail that we understand any urgency.

## Contact Modern Networks Service Desk:



**01462 426500**



**[support@modern-networks.co.uk](mailto:support@modern-networks.co.uk)**

If you need to escalate a service ticket please contact the escalations team on:

**01462 425540**

**[escalations@modern-networks.co.uk](mailto:escalations@modern-networks.co.uk)**

[CLICK HERE FOR ESCALATION CRITERIA](#)

For sales enquiries please email: [sales@modern-networks.co.uk](mailto:sales@modern-networks.co.uk)

# Service Desk Response Times

When you log a service ticket with us, it is classed as either an incident (an IT fault) or a request (you need IT set up for a new starter).

Naturally, we aim to resolve every incident and respond to every request as quickly as possible. To help us prioritise incidents and requests, we assign them to specific target response times for resolution. This is known as our SLA (Service Level Agreement).

## Ticket priority

The SLA assigns a degree of importance to each incident and request based on two factors. First, the likely impact on your business operations. Second, the level of urgency to resolve the issue. The result is the ticket priority, which works on a reducing scale from P1 to P4. Our standard SLAs are as follows:

Priority	Description	Examples	Response	Target Resolution
P1	Business-critical systems unavailable affecting majority of users.	<ul style="list-style-type: none"><li>• Site down</li><li>• Multiple users impacted</li><li>• A security breach</li></ul>	30 minutes	4 hours
P2	Severe service degradation preventing key functions.	<ul style="list-style-type: none"><li>• Slow systems for multiple users</li></ul>	1 hour	8 hours
P3	A non-critical issue affecting a single user.	<ul style="list-style-type: none"><li>• Damaged screen</li><li>• Email issues</li></ul>	4 hours	16 hours
P4	Service requests and pre-approved changes.	<ul style="list-style-type: none"><li>• Password reset</li><li>• Anew user request</li></ul>	Next business day	5 business days

Our business hours are 08:00 to 18:00 GMT Monday to Friday. P1 cases are responded to 24/7. P2 to P4 are managed during business hours only.

Your ticket will be placed on hold pending your response or a reply from the third-party supplier. Please feel free to update the ticket at any time with additional information or queries.

Resolution time is the elapsed time from when the ticket is logged to when the resolution has been delivered or a course of action has been agreed. Tickets may be closed without agreement if the affected user does not respond to multiple communications.

Please be advised that some customers have specific SLA requirements. If you are unsure please contact Modern Networks.

# CSAT Insights & Key Contact Information

## How do I give feedback or raise concerns?

We value your feedback. Every time you receive an email from us there is an opportunity to give feedback on the quality of the service you have received. Simply click on the icon that best represents your experience and let us know what we did well or could improve. All feedback is reviewed and communicated across the teams internally.



## Key contacts

Service & Support

[support@modern-networks.co.uk](mailto:support@modern-networks.co.uk)

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Order Management

[operations@modern-networks.co.uk](mailto:operations@modern-networks.co.uk)

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Customer Service

[escalations@modern-networks.co.uk](mailto:escalations@modern-networks.co.uk)

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Finance & Billing

[finance@modern-networks.co.uk](mailto:finance@modern-networks.co.uk)

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