



Owner: Head of Proposition - Mobile  
Service Level Agreement - Mobile - 1021 Ver 1  
Think Before You Print  
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## Service Level Agreement - Mobile

Service Type Request	Opus First Response to Ticket	Action Time
ANY URGENT REQUESTS SHOULD BE CALLED INTO OUR SERVICE DESK - 020 8545 8545		
Lost / stolen bars eg admin bar/SIM swap	Phone - Immediate Email - 1 hour	At response time for change command to be sent to network
Roaming query	1 hour	Dependent on complexity of the request
Hardware query	2 hours	Dependent on complexity of the request
Network fault/incident	1 hour	Dependent on complexity of the request
Hardware/new connection request order form	2 hours	Order form sent across to the customer within 2 hours
Hardware/new connection (order form received back)	2 hours	1 working day providing order is received by 2pm the previous day and item is in stock. ETA will be given if no stock available
Usage alert	2 hours	Dependent on complexity of the request
Order SIMs eg Blank "spare" SIMs	4 hours	1 working day providing order is received by 2pm the previous day
Invoice general enquiries eg tariff costs	4 hours	2 working days
Bespoke reporting eg report of all connections/specific services on the account	4 hours	Dependent on complexity of the request
Disconnections	4 hours	Subject to contractual terms, then actual change command sent to the network within 4 hours
Disconnections - bulk	4 hours	Subject to contractual terms, then actual change command sent to the network within 4 hours
Disconnections with PAC - under 25	4 hours	Subject to contractual terms, then actual change command sent to the network within 2 hours
Disconnections with PAC - bulk 25 and over	4 hours	Subject to contractual terms, then actual change command sent to the network within 4 hours
Contract query	4 hours	Dependent on complexity of the request
SIM swap eg assigning existing numbers with spare SIMs	4 hours	Change command sent to the network within 4 hours
General bar requests	4 hours	Change command sent to the network within 4 hours
New connection SIM only (SIM card on client site)	4 hours	Change command sent to the network within 4 hours
New Connection SIM only (SIM card on client site) - bulk	4 hours	Dependent on volume, then actual change command sent to the network within 4 hours
New Connection SIM Only with PAC transfer (SIM card on client site)	4 hours	2 working days, then actual change command sent to the network within 4 hours
Tariff change	4 hours	Change command sent to the network within 4 hours
Bolt on request	4 hours	Change command sent to the network within 4 hours
Bill shock query	4 hours	Dependent on complexity of the request
Coverage query	4 hours	Dependent on complexity of the request
Tariff query	4 hours	Dependent on complexity of the request
Portal query	4 hours	Dependent on complexity of the request
Nuisance calls	4 hours	Dependent on complexity of the request
Transfers ports/migrations	4 hours	Dependent on complexity of the request
New connection	4 hours	Dependent on complexity of the request
Resign	4 hours	Dependent on complexity of the request

**Hours of Response are within working hours - 9am to 5.30pm Monday to Friday (excluding Bank Holidays).**

**All network commands are subject to a 24 hours completion time within the network infrastructure.**

**The portal allows all mobile clients to perform general bar requests and sim swaps autonomously.**