

# Ultraspeed Support Guide

## Introduction

Ultraspeed undertake extension pro-active maintenance on a strict schedule to ensure that issues requiring re-active support are kept to a minimum; however there are always issues that occur from time to time where customers require both an appropriate and efficient response, and resolution.

Ultraspeed provide tailored methods and responses according to the severity of the issue encountered. Severity level is classified on point of entry by the customer, but may be downgraded in the event Ultraspeed deems the classification inappropriate.

## Contact methods summary

**t: 0845 862 0212**

**e: [support@ultraspeed.co.uk](mailto:support@ultraspeed.co.uk)**

**w: <http://helpdesk.ultraspeed.co.uk>**

## Portal & Customer security

The other important resource available to customers is the Ultraspeed Portal, this is accessible via <https://portal.ultraspeed.co.uk> and provides information on services, bandwidth, billing and much more. The primary contact for each Ultraspeed customer has the admin login for the Portal, and is responsible for adding/removing authorised contacts as appropriate.

### **Please read the following carefully:**

Ultraspeed will not respond to support requests from non-authorised contacts (that is, contacts that have not been entered into the Ultraspeed Portal) – this is to protect the integrity and security of each customers service.

## Obtaining support

### **Priority 1 (P1)**

The following issues constitute a priority level one incident:

- ➔ Server connectivity issues lasting longer than fifteen (15) minutes.
- ➔ Complete failure of all services on a server.
- ➔ Operating Environment failure.
- ➔ Hardware failure
- ➔ Ultraspeed guarantee a response to P1 incidents immediately.

P1 incidents should be reported via the helpdesk (<http://helpdesk.ultraspeed.co.uk>) or by emailing [support@ultraspeed.co.uk](mailto:support@ultraspeed.co.uk) and then by calling Ultraspeed Support on 0845 862 0212 where the technician assigned to the ticket will immediately update you on the situation.

### **Priority 2 (P2)**

The following issues (or similar) constitute a priority level two incident:

- ➔ Failure of the majority of services on a server.
- ➔ Remote access failures.
- ➔ Multiple user/domain failures (where an issue affects a large proportion of users/domains on a server).
- ➔ Ultraspeed guarantee a response to P2 incidents within 1 hour.

P2 incidents should be reported via the helpdesk (<http://helpdesk.ultraspeed.co.uk>) or by emailing [support@ultraspeed.co.uk](mailto:support@ultraspeed.co.uk) and then by calling Ultraspeed Support on 0845 862 0212 where the technician assigned to the ticket will update you on the situation.

### **Priority 3 (P3)**

The following issues (or similar) constitute a priority level three incident:

- ➔ Cosmetic account changes (creation of email accounts, etc.)
- ➔ Singleton failures (where an issue is limited to a single domain or user).
- ➔ Ultraspeed guarantee a response to P3 incidents within 2 hours.

P3 incidents should be reported via the helpdesk (<http://helpdesk.ultraspeed.co.uk>) or by emailing [support@ultraspeed.co.uk](mailto:support@ultraspeed.co.uk)

### **Priority 4 (P4)**

The P4 category is reserved for controlled changes that need to be made to a customers service (these changes may or may not have a fixed deadline) that need to be done under Ultraspeed change control.

These changes are likely to consist of the following:

- ➔ Changes to Ultraspeed Firewall services
- ➔ Changes to Ultraspeed Load Balancing services
- ➔ Other environment change
- ➔ Scheduled Maintenance

P4 requests should be reported via the helpdesk (<http://helpdesk.ultraspeed.co.uk>) or by emailing [support@ultraspeed.co.uk](mailto:support@ultraspeed.co.uk). P4 requests require 24 hours notification; engineers will endeavour to make these changes as quickly as possible.



## Escalation

Should escalation of any operational issue be required, the details are below:

**1<sup>st</sup> contact: Michael Shanks, Technical Director - 07973 480 358**

**2<sup>nd</sup> contact: Jordan Gross, Managing Director – 07957 190 818**