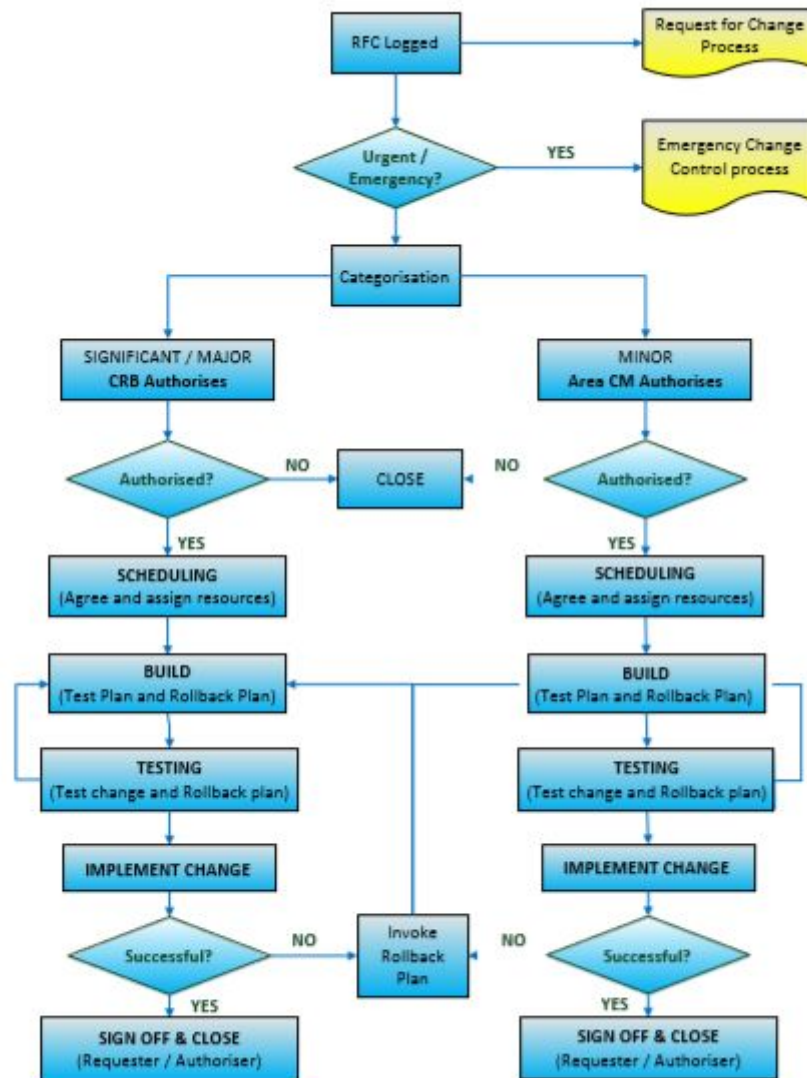


Change Management & Escalation

Board (CRB) is an amalgamation of these department heads who are responsible for the key business areas and the technology employed to deliver our services.

Customers will be informed of a potentially service impacting change at least 7 days prior to the change.

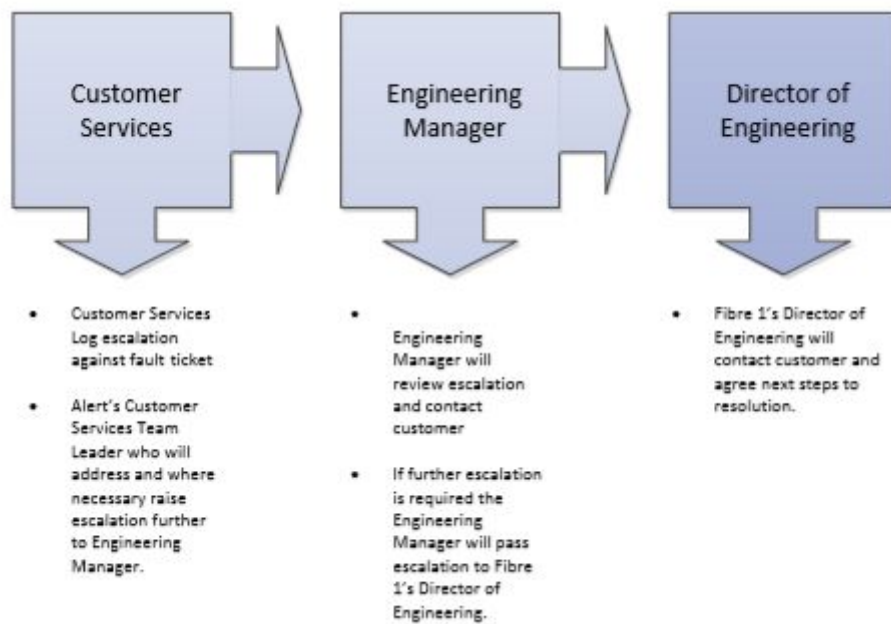
Our Change control process flow is exemplified below



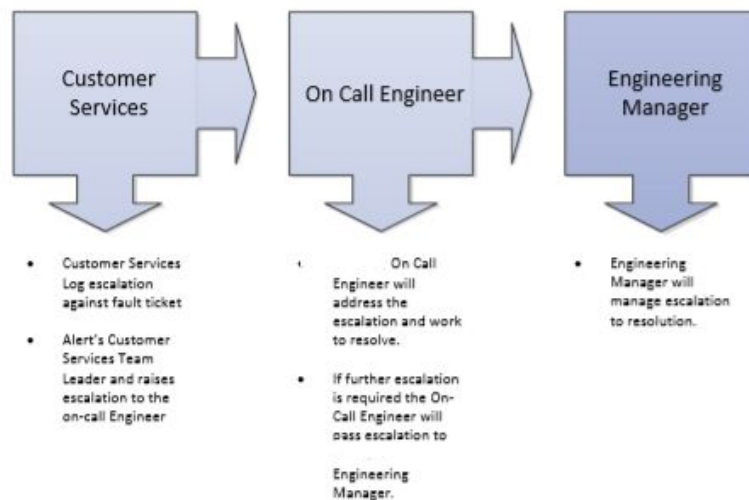
Change Management & Escalation

NDG Supernet Ltd realise that the nature of a fault may change during the fault lifecycle and the impact may become more severe to your business. At this time, you may wish to escalate your fault.

During normal working hours NDG Supernet escalation process should always begin with our Customer Service team who will manage the escalation via the below escalation path:



Outside of normal working hours NDG Supernet's escalation process again should begin with our Customer Service team who will manage the escalation via the below escalation path:



Change Management & Escalation

Issues relating to the overall provision of service and customer experience, including formal complaints should again be logged with our Customer Service team (in the first instance) support@ndgsupernet.com who will escalate your concerns to our MD Alex Bentley A.bentley@ndg-techltd.com

A formal complaint will be acknowledged within 1 working day and responded to within 5 working days, during which time investigation of the complaint will have taken place and initial findings collated to feed into the response.

Escalation

As with faults, there may be occasion whereby the delivery of a solution or Ad-Hoc request may require escalation.

As per the previously detailed escalation process, escalation should be requested through Customer Services and will follow the below escalation path:

