



Leeds Innovation Centre

103 Clarendon Road

Leeds

LS2 9DF

Telephone: 0113 384 5845

Email: enquiries@leedsinnovationcentre.co.uk

Web: www.leedsinnovationcentre.co.uk

Our Service Promise

We will endeavour to meet all our service level targets within the specified timescales. On some services we are unable to offer published service levels because of the involvement of third parties over whom we have little or no control.

Our help desk targets are published and are available on request.

We welcome all feedback (good or bad) and use this to improve our service to you.

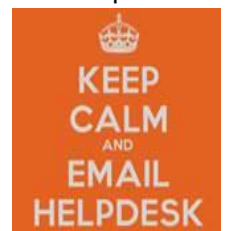
Our Service Levels

Re-boots	10 minutes
New Telephone requests	14 days if order required, 3 working days if handset in stock.
Changes/re-patches	up to 3 working days dependent upon type and volume of work (larger projects may take longer).
Telephone problems:	4 hour response/feedback. 8 hour fix (3rd party supplier).
Administration:	2 working days dependent upon type and volume of work.
Copier breakdowns:	Next day fix.
Franking machine breakdowns:	2 working days.
Electrical faults:	varies dependent upon site, severity and level of inconvenience.
General Repairs/maintenance:	Dependent upon nature of repair and level of inconvenience.

The Process

To enable us to provide a fast and efficient response to issues, we ask that all issues are reported to the Help Desk.

helpdesk@leedsinnovationcentre.co.uk



or, call Reception so that we can log the report on your behalf or deal with very urgent matters.

The HelpDesk e:mails are checked regularly and you will receive a Job Number notification from us within 24 hours. Your issue/request is then directed to a member of the team who will keep you informed of progress and completion. We will also follow-up with you to check that you have been happy with the speed and quality of of service.