



Loop Voice and Data  
845 The Crescent  
Severalls Business Park  
Colchester  
Essex  
CO4 9YQ

## Loop Voice and Data Fault Handling Policy

This document details the fault reporting arrangements for Loop.

Service faults are handled through Loop Support Desks. The Support Desks cover all products and services within Voice, Mobile, IT and Data.

### Voice Support Desk

**Tel:** 01206 848090

**Mailbox:** [helpdesk@loopvoiceanddata.co.uk](mailto:helpdesk@loopvoiceanddata.co.uk)

The Support Desk is in operation from 09:00 to 17:30 Monday to Thursday and 09:00 to 17:00 Friday. Clients with bespoke contracts will be given alternative contact details.

#### Urgent Faults

Urgent faults should be reported by telephone via the Support Desk on 01206 848 090 option 1 and emailed to [helpdesk@loopvoiceanddata.co.uk](mailto:helpdesk@loopvoiceanddata.co.uk). Reporting a fault by telephone allows the Support Team to carry out an analysis and capture necessary information at the initial stage. Upon logging a fault, you will be allocated a ticket number which will be used for all subsequent enquiries and tracking. Any supporting evidence should also be emailed [helpdesk@loopvoiceanddata.co.uk](mailto:helpdesk@loopvoiceanddata.co.uk) along with your ID Number.

#### Non Urgent Faults

Less urgent faults should be emailed to the [helpdesk@loopvoiceanddata.co.uk](mailto:helpdesk@loopvoiceanddata.co.uk) mailbox. You should detail your name, company, contact information and a summary of the fault in question alongside any supporting evidence. This mailbox is only covered during normal working hours.

### Mobile Support Desk

**Tel:** 01206 848 090

**Mailbox:** [helpdesk@loopvoiceanddata.co.uk](mailto:helpdesk@loopvoiceanddata.co.uk)

The Mobile Support Desk is in operation from 09:00 to 17:30 Monday to Thursday 9.00 to 17.00 Friday. To report a fault please email [loopvoiceanddata.co.uk](mailto:loopvoiceanddata.co.uk) and provide a brief description of the issue i.e. whether the fault is related to a handset or network. You will be contacted by the Support Team to discuss your fault.



Loop Voice and Data  
845 The Crescent  
Severalls Business Park  
Colchester  
Essex  
CO4 9YQ

## Data Support Desk

**Tel:** 01206 848090 option 1

**Mailbox:** [helpdesk@loopvoiceanddata.co.uk](mailto:helpdesk@loopvoiceanddata.co.uk)

The Data Support Desk is in operation from 09:00 to 17:30 Monday to Thursday, Friday 9.00 to 17.00. Customer with bespoke contracts will be given alternative contact details.

### **Urgent Faults**

Urgent faults should be reported by telephone via the Loop Support Desk on 01206 848 090. Reporting a fault by telephone allows the Support Team to carry out an analysis and capture necessary information at the initial stage. Upon logging a fault, you will be allocated an ID Reference Number which will be used for all subsequent enquiries and tracking. Any supporting evidence should also be emailed to [helpdesk@loopvoiceanddata.co.uk](mailto:helpdesk@loopvoiceanddata.co.uk) along with your ID Number.

### **Non-Urgent Faults**

Less urgent faults should be emailed to the [helpdesk@loopvoiceanddata.co.uk](mailto:helpdesk@loopvoiceanddata.co.uk) mailbox. You should detail your name, company, contact information and a summary of the fault in question alongside any supporting evidence. This mailbox is only covered during normal working hours.

### **Loop Voice and Data work to GDPR compliance**