

Exponential-e Customer Charter

Our Promise to you

- Be open and honest and explain our decisions.
- Deal with your enquiry promptly and explain reasons for any delay.
- Provide choices around how you access our services.
- Give you the information you need about our services.
- Listen to what you have to say.
- Treat you with respect and courtesy.
- Aim to get things right first time.
- Apologise to you when we get things wrong and then put things right.

Major Service Outage (MSO)

If an MSO occurs it is escalated to the Exponential-e Network Infrastructure team so work can commence straight away to resolve the issue.

Customers can rest assured that Exponential-e will proactively contact you within 30 minutes of an MSO occurring and hourly updates will be sent to you until the issue has been resolved.

Once the incident has been resolved, a Reason for Outage (RFO) document will be issued to you to summarise the root cause of the problem and the corrective steps taken.

Below is an outline of the levels of MSO that can occur and how Exponential-e will communicate news of the incident to you.

MSO 1

100+ customers affected by an outage.

When an MSO-1 outage occurs we will notify all of our customers within 30 minutes as we work on the assumption that everyone is impacted. Our website network-status will be updated with information along with our social media channels. Hourly updates will be sent to all customers until the issue has been resolved.

MSO 2

30 to 100 customers affected by an outage.

When an MSO-2 outage occurs we will notify all impacted customers within 30 minutes. Our website network-status will be updated with information and hourly updates will be sent to impacted customers until the issue has been resolved.

MSO 3

< 30 customers affected by an outage

When an MSO-3 outage occurs we will notify all impacted customers within 30 minutes. Hourly updates will be sent to impacted customers until the issue has been resolved.

