

We Do Your Communications Fault Handling Policy

This document details the fault reporting arrangements for We Do Your Communications Limited.

All service faults are handled through one central support desk.

Support Desk

Tel: 0117 982 9666

Mailbox: support@wedoyourcomms.co.uk

The Support Desk is in operation from 08:30 to 17:30 Monday to Friday. If your query falls outside of working hours, and you have out of hours support, please dial the number previously supplied on your contract.

For Urgent Faults:

Urgent faults should be reported by telephone via the Support Desk on 0117 982 9666. 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 Fault Reference Number (FRN) which will be used for all subsequent enquiries and tracking. Any supporting evidence should also be emailed to support@wedoyourcomms.co.uk, along with your Fault Reference Number.

For Non Urgent Faults:

Less urgent faults should be emailed to support@wedoyourcomms.co.uk. You should detail your name, company, contact information and a summary of the fault in question alongside any supporting evidence.

Please Note:

Emails are only covered during normal working hours, from 08:30 to 17:30 Monday to Friday.