



Welcome to River

Customer Care Team

What we do

- Provide support and advice
- Answer your questions
- Respond promptly to queries
- Set up new services for you

How we do it

- Act proactively in supporting you at all times
- Communicate efficiently and effectively
- Take ownership of your queries and see them through to conclusion
- Ensure you are fully satisfied with your resolution before your query is closed

Contacting the team

Calling the team...

01482 272728

Option 1 - Talk to our Customer Care team

Option 2 - Discuss an order with our Provisioning team

Option 3 - Report a fault or receive an update on a previously reported fault

Option 4 - Talk to our Sales team

Emailing the team...

support@riveruk.co.uk - report a fault or receive an update on a previously reported fault and general support enquiries

enquiries@riveruk.co.uk - information on products and services general sales enquiries

accounts@riveruk.co.uk - billing queries and support

Opening hours

Our Customer Care team is available Monday – Friday, 8am - 5:30pm

Out of hours service - available 24hrs a day, 365 days a year; your call will never be missed



New Orders – Fixed Line

River Internal Service Level Agreement (SLA)

Once a new order has reached our Provisioning team, it will be placed with the network within 8 working hours.

Transferring existing lines

The network lead times commence once the order has been processed by River and accepted by the network.

Network 'like for like' transfers

Business Line Single (PSTN) from 10 working days
Multiple Aux Line Group (Multi Lines) from 10 working days
ISDN2 from 10 working days
ISDN30e from 10 working days
ISDN30 Dass from 10 working days

Installation of new lines

Network lead times commence once the order has been processed by River and accepted by the network. For transfer orders it is essential that your customer name, address and postcode (as shown on your existing network bill) are correctly completed on the River order form to avoid delays.

Network 'new' installation lead times – subject to order acceptance and survey

Business Line Single (PSTN) From 10 working days
Multiple Aux Line Group (Multi Lines)* from 10 working days
ISDN2 from 15 working days
ISDN30e* from 30 working days

**All orders are subject to survey where required. This can add an additional 7-10 working days onto your current lead time*



New Orders – Broadband

River Internal Service Level Agreement (SLA)

Once a new order has reached our Provisioning team, it will be placed with the network within 8 working hours.

Migrating from an existing provider

In order to migrate a Broadband connection from your current provider, you will simply need to provide River with your telephone number, address and package you wish your service to be connected to. The standard lead time to transfer a Broadband service is from 10 working days.

Broadband (ADSL) new connection

New Broadband connections take from five working days once processed by River and accepted by the network (please note that an active PSTN line is required). Should you have a requirement for an urgent Broadband connection, River can expedite your order for an additional charge. Please contact your account manager for further details.

Fibre To The Cabinet (FTTC) new connection

New FTTC orders take from 10 working days once processed by River and accepted by the network (please note that an active PSTN line is required).

In March 2016 the process for ordering Fibre to the Cabinet changed, the change that has been made within the Telecommunications industry means that the process is now simpler for you as a customer. When previously ordering Fibre to the Cabinet we had to arrange for an engineer to attend your premises and install a modem which was then used to power your router and your service on site. The change to the way in which the service is now provisioned means that the modem is built into the router we supply eliminating the need to deploy an engineer to your site making the process smoother and simpler for our customers, the router we supply you as part of your order will simply be plug and play on the day your new service goes live



New Orders – Business Mobile

River Internal Service Level Agreement (SLA)

Once a new order has reached our Provisioning team, it will be processed within 8 working hours.

Mobile New Connection

River will process your new connection order and allocate a new SIM card and mobile number to your order. Your new SIM card will then be despatched to you. Your new SIM card will be despatched to you via 1st class post. If your order is urgent, we can despatch the SIM card to you using a faster delivery service, but this will need to be requested at the point of order.

Mobile Port/Migration from an existing provider

If you wish to keep your existing mobile number and transfer the number to River, this can be done using a PAC code. In order to move your number to River, you will need to obtain your PAC code from your current provider and once you have the code, submit your order (which will need to include your existing mobile number and PAC code) to River who will arrange the transfer for you.

When the order has been processed by our Provisioning team, you will receive confirmation of your transfer date along with your new SIM card (if required). Ports/migrations can take up to 7 working days to be processed and complete from the point of order.

Mobile Handset

If your order includes a new business mobile handset, this will be despatched direct to you via courier. The new mobile handset will be despatched to you in plenty of time for you to be able to set the phone up before your service goes live/ transfers to River. River can supply mobile handsets only, to replace an existing mobile phone, or as SIM free to be used with any UK Mobile connection.



Line Faults

River Internal Service Level Agreement (SLA)

The River Customer Care team will log any new faults that are reported, either via email or telephone, within 1 hour of receipt.

Line faults

Should you experience a fault on your telephone line, please contact our Customer Care team, either via telephone (01482 272728 - option 1 or 3) or email (support@riveruk.co.uk) with the following information:

1. Faulty telephone number
2. Site contact name and telephone number (this must be someone on-site)
3. Access times – opening hours
4. Exact nature of the fault
5. Is the problem inbound, outbound, or both?
6. Exact wording of any messages heard

You will also be asked if your telephone equipment has been checked by your maintainer. If an engineer is sent to site and the problem lies with your equipment or the engineer is unable to find a fault, a charge for the engineer visit will be applicable.

If an appointment is made for the fault, this will be confirmed to you by our Customer Care team who will advise of possible charges (charges must be accepted before we can progress the fault). The engineer must be able to gain access to your site. If this isn't possible a charge will apply for the visit.



Data Faults

River Internal Service Level Agreement (SLA)

The River Customer Care team will log any new faults that are reported, either via email or telephone, within 1 hour of receipt.

Data Faults

Should you experience a fault with your Broadband or FTTC product, please contact our Customer Care team, either via telephone (01482 272728 - option 1 or 3) or email (support@riveruk.co.uk) with the following information:

1. Faulty Broadband/FTTC telephone number
2. On-site name and telephone number of the person who can carry out troubleshooting on-site
3. Full details of the fault

Our Customer Care team will run through troubleshooting with you to determine and log the fault accordingly.

Before contacting River to report a fault on a Broadband/FTTC product, it is always best to carry out the following basic tests on-site if possible:

- Reboot the router for a minimum of 20 minutes – this will reset the service and allow the router to pick up a new synchronisation pattern.
- Test a normal telephone in the socket (if possible) to see if the line has dial tone.
If you cannot hear a dial tone when you carry out this test, it suggests that there is a fault with your telephone line as opposed to the Broadband/FTTC service.
- Check the cabling from the router to the plug socket and to the socket to ensure that cables are as they should be.
- If possible, change the ADSL filter (which can be found plugged into the socket). You should have a spare one of these from when the router was originally provided.

On reporting your fault to our Customer Care team they will ask some questions to enable first line initial diagnostic checks. If the first line checks do not resolve the issue you have onsite your incident will be passed to a member of the Technical Support team for further investigation. The Technical Support team get involved in complex faults which can't be fixed using the basic checks outlined above. The details of your issue will be passed on to this team by Customer Care so you won't need to go through the issue again.

If an engineer is deployed to your site to assist with the repair but unable to locate a fault on your service, finds the fault to be with your equipment or unable to gain access to your site, charges will apply for the visit. The team will advise if an engineer has been booked so please ensure the time and date suits your requirements, if it doesn't, please discuss further with the team to arrange a new appointment as required.



Escalation Paths

We aim to deliver first-class customer service levels at all times. Should you feel that something has not been dealt with to your satisfaction, please use the escalation paths shown below.

Orders

1st Escalation	Provisioning team		01482 272728	support@riveruk.co.uk
2nd Escalation	Liz White	Provisioning Manager	01482 272728	liz.white@riveruk.co.uk
3rd Escalation	Guy Hunter	Head of Operations	01482 272728	guy.hunter@riveruk.co.uk

Faults

1st Escalation	Customer Care team		01482 272728	support@riveruk.co.uk
2nd Escalation	Guy Hunter	Head of Operations	01482 272728	guy.hunter@riveruk.co.uk

General Enquiries and Billing Enquiries

1st Escalation	Customer Care team		01482 272728	support@riveruk.co.uk
2nd Escalation	Guy Hunter	Head of Operations	01482 272728	guy.hunter@riveruk.co.uk