

**Unitron Systems & Development Limited  
Contact Details & Essential Information**



# **Contacts & Useful Information**

**Unitron Systems & Development Ltd  
Network House  
PO Box 141  
Telford  
Shropshire  
TF3 3WP**

**Phone: 08700 117778  
Fax: 08700 117779  
[www.userve.net](http://www.userve.net)  
[info@userve.net](mailto:info@userve.net)**

This document is submitted to the Unitron client on the understanding that the contents of this document and attached materials are the sole property of Unitron Systems & Development Ltd and is not to be disseminated, distributed or otherwise.

The information contained herein is confidential.

**Release:**  
**Date:**

1b  
01/11/2006

## Contacts

### Sales Director – Matthew Ashton

I am at your disposal to discuss ongoing business requirements and to help maximise the potential from our partnership arrangement. Please also use me as your escalation point, should you be concerned that any aspects of your Account are not being dealt with efficiency.

My contact details are as follows:

Office: 0870 9501935  
Email address: matt.ashton@userve.net

### Sales Support

The Sales Support department is your point of contact for the day-to-day administration aspects of your Account. This can include such things as ADSL order status updates, order provisioning queries, confirmation of product set-up/login details etc.

### Accounts Department

The Accounts Department should be contacted for all billing related enquiries.

Contact details:

Office number: 08700 117778  
Email: accounts@userve.net  
Commercial Director: wendy.griffin@userve.net

## Technical Support

In order to ensure our Technical Support team to run as efficiently as possible, please use it as a means of reporting service faults only.

### Technical Support Contact Details

Telephone: 08717 338111  
Email: support@userve.net

If your agreement includes 24/7 support

Out of hours support calls should be made as instructed in your maintenance or hosting agreement.

Wherever possible, we request that you submit a ticket into the MyUserve support system with the following information before calling to discuss the problem:

#### ADSL/Broadband

- Username as tested from the connection settings on the router
- Password
- IP Address
- CLI (Phone number of DSL Line)
- Last time & date known to be online and working
- DSL line in Sync or not
- Contact Details (email & telephone number)
- Router type & model number
- Comments to help with this fault

## Generic Faults

- Name of caller
- Phone number and email address
- Name of Client
- Unitron Client reference
- A full explanation of the incident being reported
- Time and date the incident was first discovered
- Any additional relevant information

The MyUserve support ticket system shall then provide you with a unique tracking number. This number shall then be required in subsequent calls to Technical Support concerning this fault.

Technical Support shall maintain a call tracking system on which all details of the incident and related problem investigation and resolution shall be recorded. Upon each incident report update and when initially raised the RT ticket shall be sent to the email address which raised the ticket.

Technical Support shall update you with all progress made with the incident. The frequency of updates shall be agreed when the incident is first reported. In addition, you shall be informed of any escalation activity.

## Other useful information

### Customer Portal

<http://my.userve.net>

### Authoritative DNS servers

- |    |                |
|----|----------------|
| A. | ns.userve.net  |
| B. | ns2.userve.net |

### DNS Servers

- |    |              |
|----|--------------|
| A: | 217.196.1.5  |
| B: | 217.196.1.6  |
| C: | 217.196.1.66 |

Caching DNS Server:	217.196.0.70
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### Mail Servers

- |               |                    |
|---------------|--------------------|
| POP3 Servers: | pop3.userve.net    |
| SMTP Servers: | smtp.userve.net    |
| Web mail:     | webmail.userve.net |

### Dial-up accounts details

Should you experience any problems with internet connectivity, you are welcome to use our free dial-up account. These dial-up details may be used by as many customers as you wish. Telephone calls are charged at a local per minute rate.

Dial-up username:	Please Call 08700 117778 to activate
Dial-up password:	Please Call 08700 117778 to activate

Dial-up number for 56K modem:	0845 1300321
Dial-up number for 64k/128k ISDN:	0845 1300321

## Products and services

Unitron provide a range of bespoke services which include:

- Leased lines
- VPN network solutions
- VoIP Solutions
- Server co-location
- Application hosting & management
- Disaster recovery solutions
- ADSL
- SDSL
- Shared Web Hosting

These bespoke solutions can be discussed more specifically with your dedicated business Account Manager.

## Address Details

Unitron Systems & Development Ltd  
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Shropshire  
TF3 3WP

Telephone: 08700 117778  
Fax: 08700 117779

## Office Opening Hours

Our normal office opening hours are 9am to 5:30pm, Monday to Friday.

## Useful Info Summary Sheet

### Contact Details

Department	Office	Email
Technical Support	08717 338111	support@userve.net
Customer Services	08700 117778	info@userve.net
Accounts	08700 117778	accounts@userve.net
Sales	08700 117778	sales@userve.net

### DNS Servers

DNS Server Name	IP Address
Primary	217.196.1.5
Secondary	217.196.1.6
Tertiary	217.196.1.66

#### Authoritative

ns.userve.net  
ns2.userve.net

### Email Servers

POP3 Server	SMTP server	Webmail
pop3.userve.net	smtp.userve.net	http://webmail.userve.net

### Dialup Accounts

Username	Password	Dial-up number
Call – 08700 117778	Call - 08700 117778	0845 1300321