



**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: 0845 5191 873
Fax: 0845 5190 873
www.userve.net
salesteam@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 are not to be disseminated, distributed or otherwise. The information contained herein is confidential.

**Release: 2.0
Date: 04/01/2013**

Contacts

Sales Team

We are at your disposal to discuss on-going business requirements and to help maximise the potential from our partnership arrangement. Please also use us as your escalation point should you be concerned that any aspect of your Account is not being dealt with efficiency.

Contact details are as follows:

Office: 0845 5191 873 Fax: 0845 5190 873

Email address: salesteam@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 are as follows:

Office number: 0845 5191 873 Fax: 0845 5190 873

Email address: accounts@userve.net

Technical Support Department

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

Contact details are as follows:

Telephone: 0845 5191 873

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 or by entering your pin number on the telephone out of hours service, this will put you through to an on-call support engineer.

Wherever possible, we request that you submit a support ticket into the MyUserve support system found on our website www.userve.net before calling to discuss the problem.

The MyUserve support ticket system shall then provide you with a unique tracking number. This number will be required in any 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 current status will be sent to the email address which raised the ticket.

Other useful information

Customer Portal

<https://my.userve.net>

Authoritative DNS servers (for use on domain registrations)

A. ns.userve.net 217.196.1.5
B. ns2.userve.net 217.196.1.6

Caching DNS Servers (for use in PC network configuration)

A: 217.196.8.2
B: 217.196.8.3

Mail Servers

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

Address Details

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

Telephone: 0845 5191 873
Fax: 0845 5190 873

Unitron Systems & Development Limited, Userve Internet Limited and Freehighway.net Limited are all owned by The USD Group whose registered offices are at the above address.

Office Opening Hours

Our normal office opening hours are 9am to 5:30pm, Monday to Friday
Closed during public holidays and published holidays see www.userve.net for details.