

Service Management Policy

Convergence (Group Networks) Limited has established a Service Management System (SMS), aligned with the requirements of ISO20000-1:2018, that provides a framework for the planning, delivery, and control of Services delivered to our customers. We have decided to implement this standard to compliment and expand on our already existing Integrated Management System (IMS) spanning ISO 9001, 14001, 27001 and 45001. Through the application of these SMS requirements, we plan to achieve our aim of becoming, pound for pound, the most operationally efficient technology provider in the UK. Our ultimate goal is to Redefine Connectivity; The Fourth Utility. This is because we believe our customers should rely on connectivity, just like they rely on any other utility.

We are committed to ensuring that our customers service requirements are fully understood and satisfied. It is important that these are aligned with our service offerings so that we can confidently deliver against this. Standardising our service offerings is what enables us to drive efficiencies and reduce cost to serve through the standardisation and automation of our operational processes as aligned to customer and business requirements.

We have implemented and shall maintain the key components of a SMS; from operational planning and control including the service portfolio, to the management of relationships and agreements, through supply and demand management, service design, build and transition processes, resolution and fulfilment processes, all the way through to service assurance and continual improvement.

As a business, we are committed to the continual improvement of our SMS and the services in scope. Service management objectives are established and documented in our Service Management Plan (SMS01). Performance against the service management objectives is reviewed regularly as part of our ongoing management review process.

The company's directors, managers and all employees of the organisation are fully committed to implementing and maintaining this policy.

Signed:



Neal Harrison

Executive Chairman

Date: 30/01/2024