Service Management Policy

At Convergence (Group Networks) Limited, we have established a Service Management System (SMS) aligned with the requirements of ISO/IEC 20000-1:2018. The SMS provides a structured framework for the planning, design, transition, delivery, operation and continual improvement of connectivity, network and managed services delivered to our customers.

The Service Management System forms part of our Integrated Management System (IMS), which also incorporates ISO 9001, ISO 14001, ISO 27001 and ISO 45001. Implementing ISO/IEC 20000-1 strengthens our ability to deliver consistent, reliable and efficient services while supporting our strategic objective of becoming one of the most operationally efficient technology providers in the UK. Our long-term ambition is to Redefine Connectivity as the Fourth Utility, recognising that customers should be able to rely on connectivity in the same way as other essential services.

We are committed to ensuring that customer service requirements are clearly understood, agreed and translated into defined service offerings. These offerings are designed to be repeatable, scalable and aligned with both customer needs and business objectives, enabling us to deliver services consistently while managing risk, cost and performance.

Standardisation of service offerings, processes and tools underpins our approach to service management. This enables operational efficiency, supports automation where appropriate, and reduces cost-to-serve while maintaining service quality and customer satisfaction.

We have implemented and will maintain the key components of the Service Management System across the full service lifecycle, including:

- Service portfolio and catalogue management
- Relationship, customer and supplier management
- Service level and agreement management
- Demand, capacity and availability management
- Service design, build and transition activities
- Incident, request fulfilment and problem management
- Service assurance, performance monitoring and reporting
- Continual improvement of services and service management practices

We are committed to the continual improvement of both the Service Management System and the services within its scope. Service management objectives are established, documented and reviewed as part of our Compliance Plan and Management Review Process. Performance against these objectives is monitored regularly through operational governance and formal management review.

The Company's Directors and senior management are accountable for the effectiveness of the Service Management System and for ensuring that service management principles are embedded within strategic decision-making, operational planning and day-to-day service delivery. All employees and those working on behalf of the organisation are expected to support and contribute to the effective operation of the SMS.

Signed: _[signature]_   Date: 05 January 2026

Neal Harrison
Executive Chairman