

## **Service Level Agreement - Claim for Credit**

### **FAO Customer Services, Namesco Limited**

#### **CUSTOMER TO FILL IN SECTIONS 1-4**

1.	Account Reference		IP Address	
	Server Name			

2.	Customer Name			
	Email Address			
	Address			
	Telephone No			
	Mobile No			

3.	Downtime Details	Start Date		Start Time	
		End Date		End Time	
	Support Enquiry Ref				
	Description of Claim				

4.	Customers Signature		Date	
	For and on behalf of			

#### **FOR INTERNAL USE ONLY**

5.	Staff Name				
	Claim Authorised	Yes		No	

6.	Managers Signature		Date	
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**Please either:**

**Post to:**

**Customer Services**

**Namesco Limited**

**Acton House**

**Perdiswell Park**

**WORCESTER, WR3 7GD, UK**

**Or fax to:**

**0845 363 3631**

**(or, if faxing from abroad, +44 (1905) 342 343)**

**Within 5 working days of the downtime ending.**