

## Service Level Agreement - Claim for Credit FAO Customer Services, Namesco Limited

### CUSTOMER TO FILL IN SECTIONS 1-4

1. Account Reference	<input type="text"/>	IP Address	<input type="text"/>
Server Name	<input type="text"/>		
2. Customer Name	<input type="text"/>		
Email Address	<input type="text"/>		
Address	<input type="text"/>		
Telephone No	<input type="text"/>		
Mobile No	<input type="text"/>		
3. Downtime Details	<input type="text"/>	Start Date	<input type="text"/>
		Start Date	<input type="text"/>
		End Date	<input type="text"/>
		End Date	<input type="text"/>
Support Enquiry Ref	<input type="text"/>		
Description of Claim	<input type="text"/>		
4. Customer Signature	<input type="text"/>	Date	<input type="text"/>
For and on behalf of	<input type="text"/>		<input type="text"/>

### FOR INTERNAL USE ONLY

5. Staff Name	<input type="text"/>		
Claim authorised	Yes <input type="text"/>	No <input type="text"/>	
6. Managers Signature	<input type="text"/>	Date	<input type="text"/>

Post to:  
Customer Services  
Namesco Limited  
Acton House  
Perdiswell Park  
WORCESTER, WR3 7GD, UK  
Within 5 working days of the downtime ending.

Or fax to:  
0845 363 3631  
(or, if faxing from abroad, +44 (0) 1905 342 343)