

The UK's European university

University of
Kent

Estates

ESTATES DEPARTMENT/ TELEPHONE SERVICES/ SERVICE LEVEL STATEMENT

September 2018

Version 4



TELEPHONE EXCHANGE

- Main University Switchboard, answering all calls within 10 seconds
- Responsible for telecoms system and infrastructure at Canterbury, Medway and Tonbridge campuses
- Responsible for providing and installing handsets and telephony equipment in all Schools and Departments
- Investigate and fix faults on telephone system within 3 working days, same day for emergencies
- Responsible for mobile phone provision and account administration with external suppliers for Schools and Departments
- Provision of all landline telephony and support for Clearing, including Call Centre Manager software for call centre usage
- Act as enquiries responder to all calls via SafeZone app between 9am-5pm, Monday to Friday
- Telephone conference call facilities
- To obtain best value for money contracts for landline calls and line charges

Opening times

Monday-Friday 8.30am-5.00pm

Contact points

Head of Customer Services & Engagement		
Sarah Cooke	S.Cooke@kent.ac.uk	01227 (82)3058
Telecoms Manager		
Richard Charley	R.G.Charley@kent.ac.uk	01227 (82)3379
Deputy Telephone Exchange Supervisor		
Richard Simpson	R.G.Simpson@kent.ac.uk	01227 (82)4416
Switchboard Operators/Administration Assistants		
Beverley Hinsley		0
Jackie Holman		0
Christine Stuckey		0
Email Addresses		
Telephone Exchange	Telexchange@kent.ac.uk	
Mobile phones	Estatesmobiles@kent.ac.uk	

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