

This is Document “Schedule 3 Part 7” referred to in this Contract

SCOTTISH MINISTERS’ REQUIREMENTS

SCHEDULE 3 PART 7

CUSTOMER CONTACT SERVICES

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SCOTTISH MINISTERS' REQUIREMENTS

SCHEDULE 3 PART 7

CUSTOMER CONTACT SERVICES

1 CUSTOMER CONTACT SERVICES

1.1 National Defects Reporting Telephone Number

- 1.1.1 The Scottish Ministers shall have in place an all-Scotland telephone number for the reporting of Defects on Trunk Roads.

The telephone number shall be 0800 028 1414.

Telephone calls to this number shall be routed to a call centre operated by another party which shall note the nature of the Defect and its location and subject to the requirements of paras 1.1.3 and 1.1.4 of this Part 7 to this Schedule 3 shall forward these details to the Operating Company by e-mail in accordance with the requirements of the Operating Company on a standard pro-forma.

The call centre shall operate 24 hours a day seven days a week.

- 1.1.2 The Operating Company shall not later than 30 days prior to the commencement of the First Annual Period have in place and shall thereafter maintain for the duration of the Contract Period a dedicated e-mail address to receive these e-mails.

The Operating Company shall also have in place not later than 30 days prior to the commencement of the First Annual Period and shall thereafter maintain for the duration of the Contract Period a computerised system which shall log and retain the e-mails from the call centre.

- 1.1.3 It shall be envisaged that some calls to the call centre shall require to be transferred directly to the Operating Company.

To deal with such calls the Operating Company shall not later than 30 days prior to the commencement of the First Annual Period have in place a dedicated telephone number for the provision of a Unit-specific customer contact service as referred to in paragraph 1.2.1 to 1.2.11 inclusive of this Part 7 of this Schedule 3.

- 1.1.4 The call centre operators shall be trained to identify such calls referred to in paragraph 1.1.3 of this Part 7 of this Schedule 3 which have or may have safety implications and which shall require immediate attention.

Where any such call shall be identified as having safety implications the call centre operator shall immediately transfer the call to the Operating Company.

- 1.1.5 Paragraph 1.2.4 of this Part 7 of this Schedule 3 requires that the Operating Company shall provide an out-of-hours Emergency Liaison Officer to answer Emergency telephone calls at all times when the customer contact telephone service shall not be manned.

The Operating Company shall keep the call centre supplied with the current out-of-hours Emergency telephone number in case the call centre operators shall be required to contact the Operating Company in the event that the call centre shall be informed of an Emergency.

Where any out-of-hours telephone call shall be identified by the call centre operators as having safety implications the call centre operator shall immediately contact the out-of-hours Emergency Liaison Officer of the Operating Company.

1.2 Unit Specific Customer Contact Telephone System

1.2.1 The Operating Company shall from the commencement of the First Annual Period provide an operational customer contact telephone service which shall be manned by operators located within the Central Office.

The Unit-specific customer contact telephone number shall be a 0800 number providing free calls to customers.

1.2.2 The Operating Company shall ensure that the customer contact telephone service shall be manned from 08.00 hours to 17.00 hours daily except

- (i) Saturdays
- (ii) Sundays
- (iii) Christmas Day
- (iv) Boxing Day and
- (v) New Year's Day.

All telephone calls to the customer contact telephone service shall be provided with a response within 30 seconds.

An automatic answering system may be operated to respond to telephone calls within 30 seconds and thereafter to queue telephone calls until an operator shall be available.

The Operating Company shall ensure that there shall be sufficient operators and telephone lines available to ensure that all telephone calls shall be answered in person within two minutes of first receipt of any call.

1.2.3 The automatic answering system shall automatically log all telephone calls and response times.

A summary record of the number of telephone calls received each month on the Operating Company's customer contact number and the response times recorded within 15 second-bands shall be maintained by the Operating Company throughout the Contract Period.

A copy of this summary record shall be provided to the Director and the Performance Audit Group in the monthly reports as referred to

- (i) in paragraphs 3.1.1 to 3.2.1 inclusive of Part 3 of Schedule 5 and
- (ii) the annual reports as referred to in paragraphs 4.1.1 to 4.1.6 inclusive of Part 3 of Schedule 5.

1.2.4 The Operating Company shall put into place a service such that when the customer contact telephone service shall not be manned as referred to in paragraph 1.2.2 of this Part 7 of this Schedule 3 all telephone calls shall be automatically transferred to the telephone number for the reporting of Defects as referred to in paragraph 1.1.1 of this Part 7 of this Schedule 3.

The Operating Company shall provide an out-of-hours Emergency Liaison Officer who shall be available at all times when the Operating Company customer contact telephone service shall not be manned.

Where any out of hours telephone call shall be identified as having safety implications the call centre operator shall immediately contact the out of hours Emergency Liaison Officer.

The Emergency Liaison Officer shall be trained to make arrangements for the Operating Company to provide assistance in Emergency situations and shall have authority to undertake such arrangements.

1.2.5 The operators of the customer contact telephone service shall be trained by the Operating Company to

- (i) be competent to deal with members of the public in a courteous and helpful manner and shall be
- (ii) to determine the precise location and nature of Defects or incidents or other issues.

Operators shall be trained to identify those telephone calls which

- (iii) have or may have safety implications and
- (iv) shall require immediate attention.

1.2.6 The Operating Company shall have in place within its Quality Management System and Quality Plan a procedure for dealing with

- (i) Defects
- (ii) incidents and
- (iii) issues

raised through the customer contact service.

This procedure shall ensure that those

- (iv) Defects
- (v) incidents and
- (vi) issues

identified that have or may have safety implications shall be dealt with immediately.

1.2.7 The operators shall be trained by the Operating Company to identify any misdirected telephone calls intended for

- (i) other operating companies
- (ii) companies responsible for other roads
- (iii) local roads authorities
- (iv) Scottish Executive and
- (v) the like.

Such misdirected telephone calls shall be dealt with by the operator who shall in accordance with the requirements of the receiving organisation immediately e-mail the details of the call to the appropriate

- (vi) operating company
- (vii) local roads authority or
- (viii) other organisation responsible for other roads.

Where any misdirected telephone call shall be identified as having safety implications the operator shall immediately telephone the details of the call to the appropriate

- (ix) operating company
- (x) local roads authority or
- (xi) other organisation responsible for other roads.

The Operating Company shall retain copies of all such e-mails for a minimum of 12 weeks.

- 1.2.8 Should the caller of a misdirected telephone call wish to deal directly with the appropriate operating company or Statutory Authority or other organisation responsible for other roads then the customer contact operator shall transfer the call.

The customer contact telephone system shall be capable of transferring telephone calls directly to

- (i) other operating companies
- (ii) company responsible for other Trunk Roads
- (iii) a local road authority
- (iv) Scottish Executive and
- (v) the like.

The Operating Company shall retain a list of likely contacts for any other misdirected telephone calls including but not limited to

- (vi) local council offices
- (vii) police
- (viii) the NADICS operator and
- (ix) the like

to ensure that a helpful and efficient service shall be provided to the public.

- 1.2.9 The operators of the Unit-specific customer contact telephone service shall have available to them

- (i) daily
- (ii) weekly and
- (iii) monthly

programmes of proposed Operations and Works and works to be undertaken by the Operating Company Works Contractors authorised contractors Undertakers and the like on the Trunk Roads within the Unit which shall require Lane Occupations the details of which can be made available on request to the public.

- 1.2.10 The operators of the Unit-specific customer contact telephone system shall maintain an up-to-date register of Operating Company staff and their

responsibilities so that callers can be transferred to responsible staff when appropriate.

The Traffic Officer shall liaise with the customer contact telephone service operators to ensure that accurate up-to-date information shall be available.

- 1.2.11 The Operating Company shall develop a documented procedure as part of the Quality Management System including the Quality Plan to control liaison with the media by appropriate members of the Operating Company's staff according to the nature of the media contact.

Should a customer contact operator become aware that an enquiry shall be being made by the media the call shall be transferred to the Operating Company's Media Officer or his nominated deputy who shall deal with the call as referred to in paragraph 1.2.2 of Part 6 of Schedule 3.

1.3 Unit Specific Website

- 1.3.1 The Operating Company shall put into place by the commencement of the First Annual Period and shall maintain throughout the Contract Period a Unit-specific website which shall provide as a minimum

- (i) an on-line Defect reporting system
- (ii) contact details including but not limited to addresses and telephone numbers
- (iii) details about the Operating Company and its staff
- (iv) details of the Unit and the services provided by the Operating Company
- (v) prominent hyper-links to the NADICS and Scottish Executive websites and
- (vi) prominent hyper-links to specific documents related to the Contract such as copies of all Schedules and Parts, Performance Audit Group annual report to the Operating Company Winter Services
- (vii) hyper-links to other useful websites related to the management and maintenance of the Trunk Roads.

1.4 Logging Communications

- 1.4.1 All

- (i) telephone
- (ii) e-mail and
- (iii) facsimile

communications shall be logged and handled in accordance with the requirements referred to in paragraphs 1.4.1 to 1.8.1 inclusive of Part 6 of Schedule 3.

1.5 Advertising

- 1.5.1 35 signs of the type shown at Annex 3.7/A to this Part 7 of this Schedule 3 to the Contract are in place at key locations within the Unit.

During the Mobilisation Period the Operating Company shall submit to the Director for written consent details of the logo which it proposes to utilise on these signs.

Upon being given such consent by the Director the Operating Company shall manufacture suitable plates containing the logo.

These plates shall be attached to all the signs within the Unit during the first seven days of the First Annual Period.

1.5.2 The Operating Company shall produce an information leaflet which shall include but not be limited to producing the following information

- (i) the extent of the Unit
- (ii) the services provided by the Operating Company and
- (iii) appropriate telephone contact numbers for the Operating Company.

The draft leaflet shall be submitted for the written consent of the Director not later than 60 days prior to the commencement of the First Annual Period.

On receiving the Director's consent the Operating Company shall produce and make copies of the leaflet and shall distribute the leaflets by not later than the commencement of the First Annual Period to

- (iv) all properties having direct access on to the Trunk Roads within the Unit
- (v) outlets within the Unit including but not limited to
 - (a) filling stations
 - (b) refreshment places
 - (c) post offices and
 - (d) the likethat shall be willing to display stocks of the leaflet
- (vi) Statutory Authorities establishments including but not limited to
 - (a) local authority offices
 - (b) libraries
 - (c) police stations and
 - (d) the like.

SCOTTISH MINISTERS' REQUIREMENTS

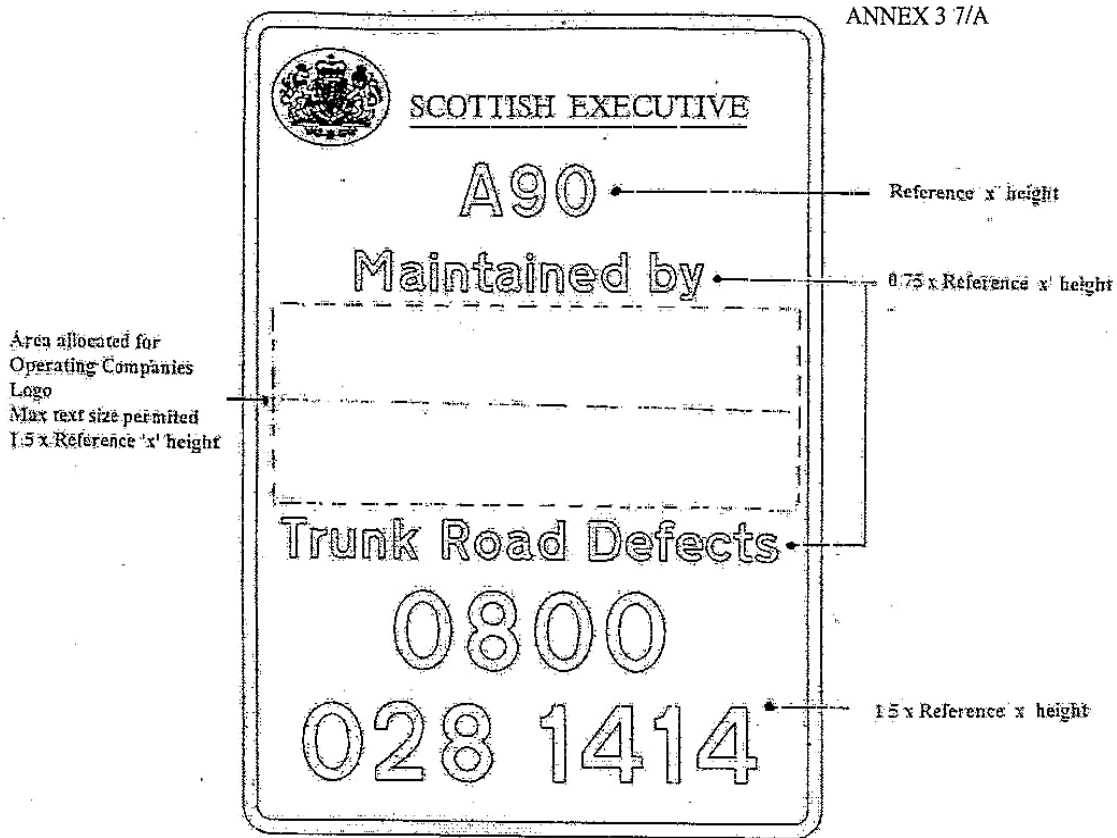
SCHEDULE 3 PART 7

CUSTOMER CONTACT SERVICES

**ANNEX 3.7/A – Network Customer Information Sign Showing Customer Contact
Telephone Number**

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ANNEX 3.7/A – Network Customer Information Sign Showing Customer Contact Telephone Number



Scheme Ref.	Customer Contact Board		
Sign Reference	BOARD1	x'-height	100.0
Letter colour	WHITE	SIGN FACE	
Background	BLUE	Width	1605mm
Border	WHITE	Height	2180mm
Material	Class-1	Area	3.50sq.m

Notes

- Layout for Customer Contact board
Based on reference 'x' height of 100mm
- 'x' height (and hence sign dimension) may be varied to suit site requirements with agreement of route manager

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