start here to draw your lines of communication

Welcome brochure

licom
drawing the lines of communication

Dear Customer

Thank you for placing your trust in Licom. The installation of your new telephony environment has been completed, and your file is now being handed over to our helpdesk. From today onwards, our helpdesk team will be your point of contact for all telephony-related questions.

Your satisfaction and confidence in our telephony solutions are essential to us, and we are committed to giving you the best possible service. Our aim is to make sure you can focus on what really matters. In this welcome brochure, I would like to give you an overview of our services and explain how to reach us.

The team I am entrusting you to will do everything possible to ensure that your new installation meets the highest quality standards. Should you nevertheless have any comments about our services, you are also welcome to contact me personally.

Please do not hesitate to let us know how we can help.

Kind regards,



Ives Lingier

Managing Director
ives@licom.be

Helpdesk

As a Licom customer, you can rely on our professional telephone helpdesk. To ensure that every case is followed
up properly, we assign it a unique reference number. This allows us to link the correct information to the right
situation, from the initial report through to the solution.
Through our online LICOM PORTAL, you can also submit new service requests and/or follow up on existing cases
yourself. This keeps you informed of our progress and makes it easy to keep track of everything. You can find more
information about the portal on page 5.

Our helpdesk is available every day from 08:30 to 12:00 and from 13:00 to 17:00*. .

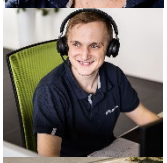
0032 (0) 50 45 78 00
support@licom.be



Hans Van Poelvoorde
service team lead



Vannessa De Decker
service support engineer



Gilles Caerels
service engineer



Service Engineers
Our technical team is responsible for installing, maintaining and repairing all our systems, and provides support to our helpdesk team..

24/7

Outside our regular office hours and on Friday mornings between 08:30 and 10:00*, our support service is available 24/7. This service is free of charge for customers with a Care+ 24/7 maintenance contract. Customers with another type of maintenance contract will be charged a surcharge.

The procedure is as follows:

- Call 0032 (0) 50 45 78 00
- Your call will automatically be forwarded to our on-call service voicemail
- Leave a message on the voicemail
- The on-call technician will call you back as soon as possible

(*) Every Friday morning between 08:30 and 10:00, our technical colleagues hold a weekly meeting. During this meeting, you can leave a voicemail for our support service in urgent cases. They will call you back as soon as possible. You can, of course, also reach us via support@licom.be

Planning interventions

When telephone support is not sufficient, Hans, our Service Team Lead, will be informed as soon as possible and we will schedule an on-site intervention. Hans ensures that your intervention is carried out in a timely manner and may adjust priorities in the schedule depending on the nature of your issue.

Hans Van Poelvoorde

0032 (0) 50 45 78 00
planning@licom.be



Accounting and invoicing

For questions about invoicing and general administration, please contact our Finance Manager, Sofie.

Sofie Verscheure

0032 (0) 50 45 78 00
finance@licom.be



Deliveries and logistics

Our logistics department handles the dispatch of your orders and ensures that our technical team can head out with the right equipment. If you have any questions about the delivery of goods you have already ordered, our logistics team will be happy to help.

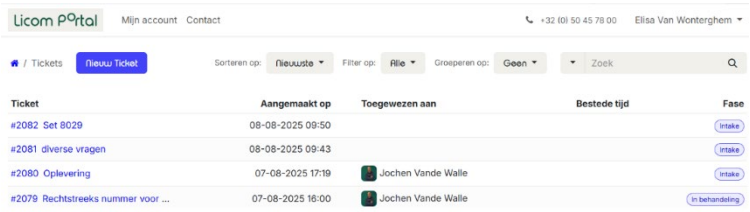
0032 (0) 50 45 78 00
logistiek@licom.be

Orders, extensions and peripherals

If you would like to order products, please contact your account manager. They can provide information or prepare a quotation for any additional product, from a telephone handset to a wireless headset.

0032(0)50 45 78 00
sales@licom.be

LICOM PORTAL



At Licom, we do our utmost every day to help you as quickly and efficiently as possible.

We continuously strive to improve not only our service, but also how accessible we are to you.

Thanks to our online LICOM PORTAL, you can submit new service requests and/or follow up on existing cases yourself. This keeps you informed of our progress and makes it easy to keep track of everything.

Would your company or organisation also like to use this service? Send an email to support@licom.be, including your name, company or organisation, and the email address you would like to use.

You can then log in via https://odoo.licom.be/en and choose your own password.
You will also automatically receive a user manual.

FREQUENTLY ASKED QUESTIONS

How does Licom keep actual intervention times short?

Licom has a service team of around ten specialised people. This not only gives us broad availability, but also means we have the right expertise in-house. Whenever possible, we aim to send the same service engineer for follow-up interventions, ensuring continuity and familiarity with your file. However, we cannot guarantee this, as it depends on the resources available at the time.

Why does Licom keep your customer file up to date?

Good service means not only solving your problem, but also keeping intervention times as short as possible. Your telephony is our concern. That is why on-site interventions are prepared as thoroughly as possible during the initial set-up phase. By carefully recording potential technical issues in your customer file, we can deal with problems more quickly and in the right way.

Who should I contact if I have a technical problem?

You can report a technical problem by phone, email or via our LICOM PORTAL. If the matter is urgent, we recommend contacting us by phone.

0032 (0) 50 45 78 00
support@licom.be

How can I follow up on my outstanding issues?

Every issue registered with us is assigned a case number in the format CAS-xxxxx-xxxxxxx. You will receive an email notification whenever there is an update to your case. You can also view your cases through the LICOM PORTAL. There, you can track your cases, create new ones or edit existing cases. Request your personal login via support@licom.be.

How can I share feedback about the services provided by Licom?

If you have suggestions for improving our services, or if you feel that certain services have not been carried out correctly, please let us know via ombudsdienst@licom.be. We guarantee a prompt response and the best possible approach.

Where can I find user manuals?

You can access manuals and user videos for our most commonly used devices at www.licom.be/licom-academy. If you need manuals for other devices, please request them from our support department.