

Service Level Agreement and Escalation Matrix

Purpose, Scope, and Users

The purpose of this Service Level Agreement (SLA) and Escalation Matrix document is to outline the agreed-upon service levels, responsibilities, and escalation procedures between the service provider and the users. It aims to establish clear expectations and guidelines for the delivery of services, ensuring effective communication, timely issue resolution, and customer satisfaction.

This SLA and Escalation Matrix apply to the services provided by the service provider to the users. It encompasses the agreed-upon service levels, performance metrics, and escalation procedures for incidents, problems, and service requests. The scope of this document extends to all aspects of the service, including availability, response times, resolution times, and support channels.

The users of this SLA and Escalation Matrix document include CEQUENS's Customers/Clients, who have the responsibility to report incidents, request services, and provide necessary information to facilitate issue resolution. The Service Provider Team, including the first-line support, second-line support, and any other relevant teams involved in incident resolution, problem management, and service delivery. The service provider team is accountable for meeting the defined service levels and ensuring customer satisfaction, and the Escalation Points of Contact, escalation points of contact ensure proper communication, appropriate resources, and timely resolution of escalated matters.

Definitions and Acronyms

Acronym	Definition
WL	Work Model
RCA	Root Cause Analysis (RCA) refers to the Incident Report provided by CEQUENS Service Desk - 1st Line Support upon customer request. The SLA for RCA starts from the resolution time of the incident.
OTP	One-Time Password
VPN	Virtual Private Network
QoS	Quality of Service
SLA	Service Level Agreement
OLA	Operational Level Agreement
IP	Information Protection
WD	Working Days
WH	Working Hours
Hrs	Hours
TBC	To be Communicated, based on the Technical Support Manager who will be assigned or the WhatsApp number provided to each client.

Service Support Team Responsibilities

The following indicates, but not limited to the Service Support Team responsibilities as per each model type,

Model Type	Responsibilities
Standard	<ul style="list-style-type: none">• System Monitoring• Alarms handling/Reporting• Incident Management• Request Fulfillment
Silver	<ul style="list-style-type: none">• System Monitoring• Alarms handling/Reporting• Incident Management• Request Fulfillment• QoS Report• Ticketing Report

Gold	<ul style="list-style-type: none"> • System Monitoring • Alarms handling/Reporting • Incident Management • Request Fulfillment • QoS Report • Ticketing Report • 24/7 Dedicated Traffic Monitoring/Dashboard
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All Incidents/Requests to be submitted through the corresponding channel of the provided support model above.

Incident Definition and Issue Type

The table provided below illustrates the definition of the four severity levels for incidents, along with the categorization of incidents based on priority and severity levels. This categorization is determined by the type of issue/request reported by the customer and its impact on the service.

Severity Level	Definition	Issue Type
Priority 1 [P1]	Complete system or service failure "Total Outage" Failure to send SMS to multiple networks.	<ul style="list-style-type: none"> • Connectivity Issues. • VPN Issue. • Global Delivery Issue (Rejected SMS) • Global Delivery Issue (Not Delivered) • Credit Issue
Priority 2 [P2]	Failure to send SMS to one network or Service Degradation.	<ul style="list-style-type: none"> • SPAM Traffic. • Partial OTP Delay. • Failed Campaign. • IPs Whitelisting.
Priority 3 [P3]	Problem in one of the services or functionalities that don't have direct effect of SMS termination process	<ul style="list-style-type: none"> • Mobile Originated SMS (MO) Issue • SMS Content Issue • Sender ID Issue • Partial Delivery Issue (Delay, Fake DLR, etc..)
Priority 4 [P4]	Low effect on system or service operations.	<ul style="list-style-type: none"> • User Account Locked • CEQUENS Console Portal • Reports Request

Support Response Time

The Service Support Team is responsible for promptly acknowledging the receipt of a new incident, request, or general query based on the priority level defined in the support model outlined below.

Severity Level	Maximum Response Time		
	Standard	Silver	Gold
PRIORITY 1	30 Minutes – 24/7	30 Minutes – 24/7	15 Minutes – 24/7
PRIORITY 2	1 Working Hour	1 Hour – 24/7	30 Minutes – 24/7
PRIORITY 3	1 Working Hour	1 Hour – 24/7	30 Minutes – 24/7
PRIORITY 4	2 Working Hours	1 Hour – 24/7	1 Hour – 24/7

Service Level Agreement

The Service Support Team is responsible for resolving incidents and requests within the agreed Service Level Agreement (SLA) as Level 1 (L1) Support. For tickets that require internal escalation to Level 2 (L2) or Level 3 (L3) Support Teams, the escalation process is governed by the OLA, which is managed during working hours (09 AM to 05 PM GMT+3). Outside of working hours, escalation is based on the on-call system, considering the severity and criticality of the issues.

Support Models	Priority Type	SLA	Initial Incident Report	RCA
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Standard	P1	2 Hrs	6 Hrs	5 WD
	P2	12 Hrs	1 WD	7 WD
	P3	5 WD	7 WD	7 WD
	P4	7 WD	10 WD	10 WD
Silver	P1	2 Hrs	3 Hrs	4 WD
	P2	7 Hrs	8 Hrs	4 WD
	P3	3 D	4 WD	6 WD
	P4	5 D	7 WD	7 WD
Gold	P1	2 Hrs	3 Hrs	2 WD
	P2	4 Hrs	6 Hrs	3 WD
	P3	48 Hrs	2 D	4 WD
	P4	72 Hrs	4 D	5 WD

Service Support Escalation Matrix

Support Model	Escalation level	Escalation Point	Contact Email
Standard/Silver	L1	Support Team	Support@cequens.com
	L2	Team Lead	Lead.Support@cequens.com
	L3	Support Manager	Management.Support@cequens.com
Gold	L1	Support Team - Technical Support Manager (TSM)	Support@cequens.com <i>Dedicated TSM Email</i>
	L2	Team Lead	Lead.Support@cequens.com
	L3	Support Manager	Management.Support@cequens.com
	L4	Support VP	TBC

Support Contacts

Service Support Team is the focal point for customers on a 24/7 basis – acting as a Technical Service Desk dealing with enquiries on a E2H/A2H /H2H basis – interacting with customers through the following communication channels according to the provided support model type.

Model Type	Communication Channel/s	
Standard	<ul style="list-style-type: none"> Email Web Portal Live Chat 	<ul style="list-style-type: none"> support@cequens.com https://support.cequens.com/ https://support.cequens.com/
Silver	<ul style="list-style-type: none"> Email Web Portal Live Chat 	<ul style="list-style-type: none"> support@cequens.com https://support.cequens.com/ https://support.cequens.com/
Gold	<ul style="list-style-type: none"> Email Web Portal Live Chat WhatsApp Phone Support 	<ul style="list-style-type: none"> support@cequens.com https://support.cequens.com/ https://support.cequens.com/ TBC TBC