

Fault Reporting and Escalation Procedure

To report a fault please contact the Customer Service Desk:

- ☑ By telephone on 010 591 4600
- ☑ By email to support@convergedgroup.net

Converged will require the following information:

- Company name.
- Company telephone number.
- The type of equipment or service interruption and a full description of the fault.
- An order number will be required if the equipment or the nature of the service is not covered by a Service Level Agreement.
- The name of your contact person to whom we should provide feedback or make any follow up calls.

Please note:

A qualified technician may call to attempt to rectify the problem over the telephone and/or via VPN access. It is possible that the fault will be repaired remotely; if this is not the case, a technician will be dispatched with the necessary background knowledge of the fault and the spare parts to rectify the problem.

In the event of a request not being attended to or the fault not being rectified **within the time parameters specified in this Agreement** your fault can be escalated to:
servicemanager@convergedgroup.net
Paul Nixon is our Head of Services

If this does not bring about resolution within **another time parameter cycle**, your call can be escalated to:
exco@convergedgroup.net
Meaning : Double the time specified on the agreement response times.
E.g. Severity **Level 1** : 30min / 1 hr / 4hr / 8hr
This distribution list is delivered to the company's Senior Management for resolution

If this still does not bring about resolution within **another time parameter cycle**, your call can be escalated to:
directors@convergedgroup.net
Meaning : Double the time specified on the agreement response times.
E.g. Severity **Level 1** : 30min / 1 hr / 4hr / 8hr
This will end up with **Bryant Dennis** the Commercial Director and **Pieter Meyer** the Technical Director

Service calls will not be accepted 24/7/365 unless agreed upon upfront and costed in.
An Engineer will be on site, if required, within the response time stated below.
Notwithstanding; Converged Telecoms undertaking regarding response times, should the telephony, remote or call-out work, including travel time, extend outside of normal working hours (08.00 – 17.00 Monday to Friday), the client will be charged at preferential SLA overflow rates. Time and a half outside of normal working hours, including Saturdays. Double Time for Sundays.

Fault Severity Levels

Each Defect is assigned a Severity Level when the fault is reported, in accordance with the Severity levels set out in the table below. The Severity level becomes the priority that the Defect is given and will determine the nature of the Supplier response (i.e. the type of Fix)

Severity Level	Typical Impact	Response Time
1 – Highest Priority	Lines / Connectivity Issues, No Incoming or Outgoing calls possible PBX System down (a large percentage verses isolated user out) Call Centre Failure; more than 25% business interruption All Switchboard Operators down Major Voice degradation on incoming or outgoing traffic flow; more than 25% of calls\ Total Data / Internet failure	15 Minute Response: From ticket logged (Telephonic or Email) 30 Minute Remote Support (VPN / Telephonic) 2 Hour On-Site if Required MTTR (Mean time to repair) 4 hours
2 – High Priority	System Down (isolated users out) One of two or more Operators down Less than 25% Call Centre failure Minor service degradation; isolated calls Slow Data experience Partial Data interruption	30 Minute Response: From Ticket Logged 1 Hour Remote Support 4 Hour On-Site if Required MTTR (Mean time to repair) 8 hours
3 – Normal Priority	Faults that are isolated or intermittent Alarm/s on the PBX System Addition of New Users; moves & changes	1 Hour Response from Ticket Logged 8 Hour Remote Support 16 Hour On-Site if Required
4 – Routine Maintenance/ Site meetings	Defect causes minor inconvenience. E.g., Intermittent faults	1 Hours Response from Ticket Logged 16 Hour Remote Support 32 Hour On-Site if Required

NOTE : The Fault Severity / Response table is meant as a worst-case scenario; every effort will be made to improve on these parameters

Escalation Procedures

First Escalation	
Converged Support CC	
Email	Support@convergedgroup.net
Telephone	010 591 4600

Second Escalation	
Technical Service Manager	Paul Nixon
Email	paul@converged.co.za
Telephone	082 885 4889

Third Escalation	
Head of Voice Services	Sakkie Pottas
Email	sakkie@converged.co.za
Telephone	083 3047 9401

Fourth Escalation	
Technical Director	Pieter Meyer
Email	pieter@converged.co.za
Telephone	083 233 6614

Customer Support Summary

<u>Support</u> support@convergedgroup.net	010 591 4600
<u>Projects</u> projects@convergedgroup.net porting@convergedgroup.net	
<u>Commercial</u> sales@convergedgroup.net	
<u>Finance & Admin</u> accounts@convergedgroup.net	
<u>Directors</u> directors@convergedgroup.net	Bryant Dennis - COE Pieter Meyer - CTO