

# Mobile Knowledge

## SUPPORT ESCALATION PROCEDURE

### XDS

#### United Kingdom, Middle East & Asia

#### Standard Business Hours Support Procedure - Monday to Friday 8:30 a.m. to 5:00 pm. GMT

##### Step 1: Telephone Support

*For ALL escalation issues please begin by calling the support line.*

UK Support Line: 0203 695 0981, press 3 for XDS support

##### Step 2: e-mail Support

*In the event that all support agents are engaged in calls please email the support team and include the word "ESCALATE" in your subject line.*

Support Email: [support@mobile-knowledge.com](mailto:support@mobile-knowledge.com)

##### Step 3: Escalation to Management

*After all other avenues have been explored, should you require intervention by management please contact our Director of Customer Support using the information below.*

Office: 613-287-5020 ext 1023 (2:00 pm – 10:00 pm GMT)

Email: [supportmanager@mobile-knowledge.com](mailto:supportmanager@mobile-knowledge.com)

**Note: See page 2 for established Priority Support Response Times.**

#### After Hours Emergency Support Procedure – Weekends, M-F – 8:00 pm to 8:30 am GMT & Holidays

##### Step 1: Paging Service Support:

*Please refer to page 2 for the DEFINITION OF EMERGENCY SUPPORT before requesting after hours support.*

After Hours Emergency Number: 0203 695 0981 (Press 7 to reach the call centre)

Please leave a message with your company name, contact name and phone number with a description of the issue. A support representative will then call you as soon as possible.

##### Step 2: Escalation to Management

*Should you require intervention by management for an after-hours emergency please contact our Director of Customer Support using the information below.*

Office: 613-287-5020 ext 1023 (2:00 pm – 10:00 pm GMT)

Email: [supportmanager@mobile-knowledge.com](mailto:supportmanager@mobile-knowledge.com)

# Mobile Knowledge

## **Definition of Emergency Support**

After hours Emergency Issues are defined as issues that substantially and materially impact the day-to-day operation of your system, for example where your system has crashed and you are unable to dispatch trips.

Please do not call individual extensions at Mobile Knowledge and leave messages as the individual may not be available to provide assistance.

The following are the **Maximum Response Times** according to the terms of the Software Maintenance and Support Agreement:

**Priority Support:**                      Maximum Voice Response time (Business Hours) = 2 hours  
   Maximum Voice Response time (After Hours) = 4 hours  
   Maximum E-mail Response time = 1 business day

## **Software Support Procedures**

In the event Customer encounters a problem in the usage of the System, Customer shall first use reasonable efforts to determine whether the problem relates to causes external to the System. In addition, prior to making a call for Software Maintenance and Support, the Customer shall use its best efforts to resolve problems locally using procedures outlined in the manuals and the training provided by MK. The Customer must also verify that the incident falls within the scope of the Support Agreement. If Customer cannot resolve the problem, and the problem is an alleged error, malfunction or defect in the Software that prevents or hinders such Software from substantially performing any operation(s) or function(s) described in the relevant published documentation. Customer may contact MK Software Maintenance and Support Personnel by telephone or by email. MK will use commercially reasonable efforts to respond to telephone calls within the period specified in this document. In the event that the problem is not included under the Support Agreement, calls for Software Maintenance and Support will be billed at the then prevailing MK professional service rates. A minimum charge of 4 hours will apply.

All critical issues must be reported by telephone. The reporting party must provide their name, company, details of the problem, and contact information for where they can be reached by MK Personnel. The reporting party must have access to the appropriate server rooms as may be required for MK to render Software Maintenance and Support.

When contacting the MK Software Maintenance and Support Department, the Customer will be furnished with an Incident Tracking Number (ITN) to be referenced in subsequent follow-up.

MK personnel will use commercially reasonable efforts to provide resolutions to incident reports. In the case of Software change requests, MK will provide the Customer with a Software release schedule when a release has been scheduled to remedy a Software bug.