



Pod Group  
Service Assurance Handbook

## Introduction to the Service Assurance Handbook

This Service Level Agreement sets out in clear terms the processes around communication and incident management reporting hierarchies between Pod Group and the Customer.

Included are details of the key day-to-day contacts responsible for delivering the contracted services, in adherence with the agreed service levels and points of escalation.

In addition, this document defines maintenance reporting schedules and service responsibilities between the two parties.

The following services are to be provided.

### **Incident Management**

The primary goal of the Incident Management Process is to restore normal service operation as quickly as possible and minimise the adverse impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained. 'Normal Service Operation' is defined under the Uptime Commitments section.

This section will outline the incident logging process with Pod Group, and outline how Pod Group owns and manages Incidents from prioritisation to incident closure.

### **Incident Logging**

Network engineering teams are available during Working Hours. 'Critical' or 'Serious' Faults outside of Working Hours should be reported to the Pod Group Customer Service Team with the appropriate severity definition (see 'Incident Priorities') and an explicit request that an engineer attend on site if required.

Report of a Fault must be submitted via email and out of hours an additional phone call to the 24 hour support number must be made and must contain the following information, where possible, in order to minimise resolution times.

#### **Incident Logging during Working Hours**

Fault Report Method	Contact Details
phone	UK: +44 (0)1223 850 900 USA: +1 415 7070 500 Spain: +34 954 050 200
email	<a href="mailto:support@podgroup.com">support@podgroup.com</a>

\*The support number is subject to change with prior notice to the customer

#### **Incident Logging outside of Working Hours**

Fault Report Method	Contact Details
phone	UK: +44 (0)1223 850 900 USA: +1 415 7070 50
email	<a href="mailto:support@podgroup.com">support@podgroup.com</a>

The Pod Team will require the following information in order to log an incident request:

- Company Name
- Best Point of Contact Name
- Contact information (Phone Number and Email address)
- Description of the symptoms
- Example SIM numbers showing the symptoms
- Location of affected sims (Country, Address if available)
- Device info (i.e. GPS Trackers, Routers)
- Modem Speed (2G/3G/4G LTE)

### Incident Priorities

In order to efficiently prioritise all Fault reporting and service requests, each communication should be classified in line with the following severity levels. The requested severity level should be quoted on any report via emails to the Pod Team and shall be subsequently confirmed or amended by the Pod Group. Each severity level is associated with a target response time as illustrated below. Response times denote the period of time by which Pod will set a target response time and communicate it back to the Customer. Note that Pod Group can only service Faults under their control within the network solution architecture.

Severity	Definition	Target Response Time	
		UTC 07:00 – 01:00 Office	UTC 01:00 – 07:00 Out of hours
1 - Critical	A global problem that severely impacts all end-users and the ability to conduct business.	Within 1 hours	Within 2 hours.
2 - Serious	A serious issue that involves partial functionality loss, which impairs some or part of the Customer’s operations affecting multiple end-users. This may include a roaming issue affecting devices roaming in a key region.	Within 2 hours	Within 4 hours.
3 - Normal	A medium to low impact problem that affects an individual or small number of end-users or involves partial functionality loss which impairs some operations but otherwise allows the Customer to continue to function normally.	Within 4 hours	Within 8 hours.
4- Low	General usage questions or comments. There is no impact on the quality, performance or functionality of the Service.	Within 8 hours.	Within 24 hours

## Incident Resolution and Recovery of Service

The Incident will be allocated to a Pod Customer Service Team member who will take ownership of the issue until resolution, initially investigating the possible cause internally on Pod Group's equipment followed by communication and incident ticket raising with 3<sup>rd</sup> parties as required. The assigned engineer will keep the Customer updated on progress at regular intervals as mutually agreed.

## Incident Closure

Once the incident has been resolved, confirmation of the resolution will be sent by the Pod Team. If the customer is not satisfied with the resolution, the incident can be re-opened by responding to the original incident email thread.

## PLANNED WORKS

Pod Group and the Customer shall notify each other of any Planned Work that is required to be undertaken by either Party in accordance with the following terms.

### Notice Period

Before either Party carries out any Planned Work, which is expected to impact and/or likely to cause alarms on the Service, it will provide the other Party with notice of such Planned Work as follows:

- a. For Planned Work to the Service not involving a Planned Outage, each Party will provide the other with not less than three (3) Business Days' notice of the commencement of work by email, subject to the emergency Planned Work provisions.
- b. Should it be necessary for Planned Work to involve a Planned Outage, each Party will provide notice to the other by email of the Planned Outage (hereinafter referred to in this paragraph as a "Planned Outage Notice"). Such notice shall be given by the serving Party as many days prior to the commencement of such Planned Work as it is reasonably able to provide, but in any case not less than three (3) days prior to the commencement of such Planned Work.

Where emergency Planned Work is required, either Party will notify the details of the Planned Work via email.

Both Parties shall specify in all Planned Outage Notices the proposed duration of a Planned Outage, together with details of the Planned Work.

- a. Should either Party reasonably consider that the duration specified in the Planned Outage Notice exceeds an acceptable period for the carrying out of such Planned Work, that Party will be entitled within 48 hours of receipt of the Planned Outage Notice (or in the event of emergency Planned Work, within such period as is reasonable in the circumstances), to give a counter-notice to the serving Party in writing of the duration of Planned Outage which the Party considers to be acceptable, together with a supporting method statement for the effectuation of such Planned Work. The serving Party will take such counter-notice into consideration, but will ultimately retain absolute discretion as to the method and duration required for carrying out the Planned Work.
- b. In respect of Planned Work which will require a Planned Outage, both Parties will use all reasonable endeavours to minimize the duration of any Planned Outage.

### Uptime Commitments

Pod Group uptime commitments are based only on network components under the control of the home network (network which provides the IMSI and the owner of the HLR where the IMSI resides) as used at the time.

Uptime calculations and associated Invoice Periods are based on full calendar months: from 00:00.00UTC of the first calendar day of the month to 23:59.59UTC on the final calendar day of the month.

Pod Group shall use all reasonable endeavours to ensure that M2M service uptime is equal to or greater than 99% for any given Invoice Period. Scheduled downtime such as Planned Outages will not be considered as outage periods.

### Notification of Network Faults

Pod Group shall use all reasonable endeavours to notify the Customer of any unplanned outages according to the following table:

Severity	Definition	Target Notification Time from notification by Network	
		UTC 07:00 – 02:00 Office	UTC 02:00 – 07:00 Out of hours
1 - Critical	A global problem that severely impacts all end-users and the ability to conduct business.	Within 1 hour	Within 2 hours or by 08:00 the following morning.
2 - Serious	A serious issue that involves partial functionality loss, which impairs some or part of the Customer’s operations affecting multiple end-users. This may include a roaming issue affecting devices roaming in a key region.	Within 2 hours	Within 3 hours or by 08:00 the following morning.
3 - Normal	A medium to low impact problem that affects an individual or small number of end-users or involves partial functionality loss which impairs some operations but otherwise allows Customer to continue to function normally.	Within 2 hours on working days. Four (4) hours on non working days	Not available