

Customer Service Charter

Version 5.1

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1.0 Introduction

This document outlines the customer service and support information for the products and services that are provided by Extreme Broadband, to its customers.

Mainly, the document describes in detail – the various processes, reporting and escalation procedures that are initiated in the event an incident involving a customer and our Service Operations Center takes place.

The process and information that is described in this document is subject to change, as per the policies stipulated by Extreme Broadband.

Visit our website, for a complete list of available products and services and the required information pertaining to it: <https://www.extremebb.net>

2.0 Communication Channels

There are several ways the customer can get in touch with the bidder.

Below are the following channels:

Getting in touch			
1	Telephone	+6 03 8888 8188	
2	Fax	+6 03 8888 1119	
3	24/7 Service Operations Center Hotline	1 300 22 3922	
4	Service Operations Center Hotline	+6 019 388 3272 +6 019 388 5753	
5	Email	Service Operations Centre / NOC	Primary: noc@extremebb.net
		Sales related	Secondary: helpdesk@extremebb.net sales@extremebb.net
		Billing related	finance@extremebb.net
		Network abuse	abuse@extremebb.net
6	Service Operations Center Ticketing Solution	Support is accessible via corporate website @ https://www.extremebb.net	

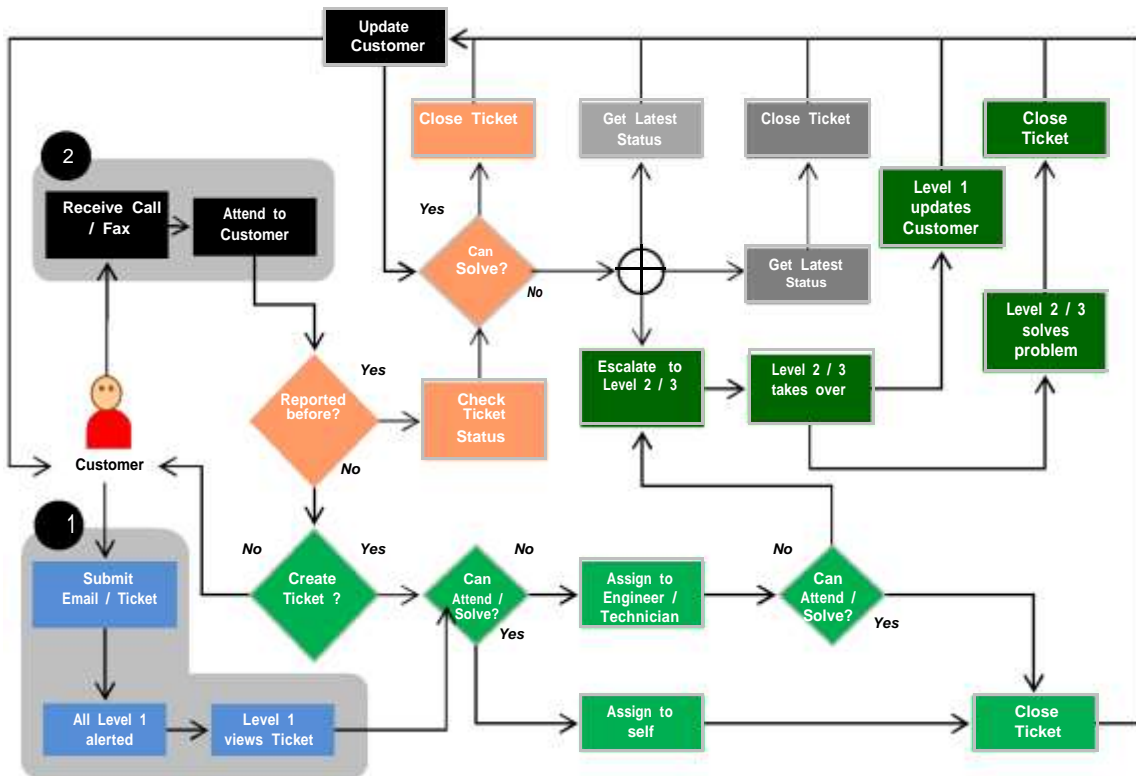
2.1 Service Operation Center Ticketing Solution

For the purpose of managing customer's requests and problems, Extreme Broadband provides a Service Operations Center Ticketing Solution. This solution can be accessed through our corporate website @

<https://www.extremebb.net>

3.0 Service Operation Centre Flowchart

The following outlines the processes for Extreme Broadband’s Issue Handling Process:



4.0 Key Performance Indicators

As part of Extreme Broadband's commitment in ensuring that all customers experience quality customer service and support while maintaining the service level, the following set of KPI driven policies and objectives are observed at all times.

Phone & Email Answering Time

- Helpdesk accessible on a 24x7 basis via telephone & email.
- 99% of calls made to our Helpdesk will be answered within 5 minutes.
- 99% of email inquiries will be answered within 15 minutes of being received.

Complaint Handling & Service Restoration Time

A team of professionally trained, committed and customer-oriented officers support the operation of Extreme Broadband's 24/7 Helpdesk.

We will do everything in its capacity to ensure that the service level and restoration time are always met and achieved. However, there could be situations and instances due to 3rd party proponents such as our Upstream Provider / Fiber Provider etc. that may prolong or lengthen the restoration time. The following describes in detail, how the complaints shall be handled and resolved based on the nature of the complaint.

Priority	Definition	Target MTTR	Updates
Critical	Service is 100% unusable; Total loss of service that cannot be circumvented, affecting customer's operations and customer cannot perform business functions.	90% cases restored in 4 hours	Update & reply to customer minimum every 30 mins / point of latest update or status
High	Services are partially impaired, but usable (between 50% to 80%) and do not bring the customer's operations to an absolute halt.	90% cases restored in 6 hours	Update & reply to customer minimum every 60 mins / point of latest update or status
Normal	Minor service deviations.	90% cases restored in 8 hours	Update & reply to customer minimum every 2 hours / point of latest update or status
Low	All other non-service affecting requests and issues.	90% cases restored in 12 hours	Update & reply to customer minimum every 4 hours / point of latest update or status
<p>Disclaimer</p> <ul style="list-style-type: none"> • The timeline described in the Target MTTR column above, purely serves as a service restoration standard. • There are certain incidents that will require follow up, facilitation and resolution updates from 3rd party representatives / upstream providers / partners etc. that could take longer than the timeline described in the Target MTTR column above • For such cases, we should not be held responsible for any unwanted and unforeseeable delays 			

- Queries and complaints are acknowledged with the issuance of a complaint ticket number.
- The complaint ticket number is to be quoted for tracking the status of resolution of the complaint.
- In case of delays beyond the above MTTR, we shall keep the customer informed and provide regular updates regarding the status of the troubleshooting and restoration.

Upon customer's request, we shall also provide the Incident Report (within 72 hours of the request).

Service Provisioning Time

- The provision time for the services varies between services and is subject to the product specification, the complexity of deployment, customer site readiness and the availability of "last mile" from partner networks.
- Co-location & Hosting = 14 days
- Dedicated Internet Access = 100 days

5.0 Escalation Policy

A comprehensive escalation policy and process has been established to ensure Extreme Broadband's customers will always enjoy and benefit from the highest quality of service:

- Ensure both effective and efficient customer service & support.
- Expedite the problem investigation and solution finding process by minimizing down time of service interruption.
- Working cohesively with external parties to provide resolution to customer.
- Transparent and visible service orientation for Management attention.

Escalation Level	Contact Details	Email Address
1st level		
Service Operations Center (24x7)	Tel: 1300223922 +03-8320 0000	noc@extremebb.net helpdesk@extremebb.net
2nd level		
Incident Escalation	Mobile: +6019 388 8254 +6019 388 3272	soc.escalation@extremebb.net
3rd level		
Service Operations Center Manager: Kavitha Sariadaran	Mobile: +6019 388 3273	kavitha.sariadaran@extremebb.net

6.0 Network Events

6.1 Major Outage and Service Disturbance

6.1.1 Major Outage and Service Disturbance Notification Procedure

If Extreme Broadband or our service providers, fiber providers or upstream providers detect a major outage in the network that is affecting your service, Extreme Broadband's 24/7 Service Operations Center will inform Customers of the outage as soon as possible via telephone and e-mail. The e-mail shall be sent to the contact person(s) provided by a Customer (please Section 6.0). The email describes the nature and expected duration of the issue and an evaluation of the possible service interruption. The updated e-mails shall be sent throughout the entire outage duration.

Please note that the calculation of any outage duration begins when a ticket is opened and the calculation stops when the information is sent to a Customer notifying that the service or link is up and running again, i.e. ready for service.

6.1.2 Service Disturbance Information Provided by Customer

If you as a Extreme Broadband Customer have a service disturbance in your network that could affect Extreme Broadband, we kindly request you to provide the service disturbance information without delay. The notification should be sent to: noc@extremebb.net

6.2 Planned Maintenance

6.2.1 Planned Work Process

Extreme Broadband, or any of its underlying providers, will be required from time to time to carry out maintenance, upgrades or improvements to the network or network equipment. This work is known as Planned Work (PW) and may cause service outages. All outages due to Planned Work which is carried out within the service window specified in the Planned Work Notifications are not considered as fault. Please note that emergency maintenance may also occur occasionally due to unexpected network events.

6.2.2 Planned Work Notifications

Extreme Broadband's 24/7 Service Operations Center shall send out Planned Work notifications informing you of the time, date, reason, duration, description and list any affected services for each Planned Work. The Planned Work shall be performed in accordance with the agreed time frames unless an emergency planned work occurs.

Extreme Broadband will notify you of any Planned Work at least 7 days prior to a Planned Work. Customer will be notified accordingly should there is any changes on the scheduled Planned Work.

However, if you are not satisfied with a date and time of a Planned Work and would like to request a change, or if you have other concerns regarding the PW, please contact us at noc@extremebb.net

6.2.3 Planned Works Performed by a Customer

If you, as our Customer, need to perform a Planned Work in your own network that will affect Extreme Broadband, a Planned Work Notification

should be sent to Extreme Broadband at least 14 days in advance. The notification should be sent to noc@extremebb.net

7.0 Customer Contact Information

Extreme Broadband hopes every customer would provide accurate contact information, such as e-mail addresses and telephone numbers for issue resolution management, planned works, service disturbance and escalation events.

7.1 Customer Contact Information Changes

The fastest and easiest way to change your contact information is via email to Extreme Broadband's 24/7 Service Operations Center via noc@extremebb.net

It is important to specify the purpose of each contact so that Extreme Broadband's 24/7 Service Operations Center knows who to contact for specific issues or information. Possible reasons may include:

- Escalation of a Technical Problem
- Issue Handling
- IP Configuration
- Planned Work
- Service Disturbance
- Commercial Reasons

8.0 Information for Co-Location Customers

8.1 Site Access and Remote Hands

For Site Access and Remote Hands, kindly alert us via email at noc@extremebb.net or call +6 019 388 3272 / 1-300-22-3922

Site Access is only available to customers' pre-authorized personnel. Customers are allowed to access the site in order to install, operate and maintain equipment in their space and to stay as long as required for these tasks.

Access Request Procedures:

Customer shall need to request or inform Extreme Broadband's 24/7 Service Operations Center of all access requests. All access will be granted on a best effort basis and the Customer is encouraged to provide at least twenty-four (24) hours' notice before visiting a site.

Whichever way you choose to request a Remote Hand or Site Access, please always be ready to provide the following information:

8.1.1 Required Information for Site Access Requests

- Customer name
- Date and time of visit
- Name of the co-location facility
- Equipment position (Floor and rack)

- Visitor's name, identity document type and number and contact number
- Purpose of visit
- Information about equipment movement (entry or exit) to site (if any)

As soon as the request is approved, Extreme Broadband's 24/7 Service Operations Center will then provide you with a booking ID as a reference of your access request. A customer may need to fill some form in the event that related to entry or exit of equipment from the co-location facility.

9.0 Closure

The guidelines encompassed in this charter shall be used by Extreme Broadband to uphold the standards and maintain the service levels set for the Service Operations Center.

This is why, it is crucial that Extreme Broadband receives the support and cooperation from the customer – so that together, all complaints can be resolved both effectively and efficiently.

At Extreme Broadband, our customer is always our number 1 priority.