



# **iPass Customer Consulting Team**

## **Support Process Guide**

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# **iPass Customer Consulting Helpdesk to Helpdesk Support Process Guide**

## **Purpose**

The purpose of this document is to explain the process by which technical issues are resolved using commercially reasonable means between a user of the iPass service or a customer Helpdesk, and the iPass Global Customer Consulting Team.

Except when provided in a separate agreement binding iPass, iPass is not bound by this Process Guide, and may under no circumstances be liable for direct or indirect damages arising out of or related to this Support Policy and Procedures document.

iPass may, at any time and without notice, modify the support policy and procedures to reflect market conditions and to better serve its customers.



## The Customer Consulting Organization

The Global iPass Customer Consulting organization provides support worldwide via locations that are strategically and geographically distributed to provide support to our **user community 24 hours x 5 days**, and our **customer helpdesk 24 hours x 7 days** through a **Follow the Sun** support model.

A unique instance of a specific customer or user issue or request is tracked with a Case Number. A Support Consultant from one of our regional offices will be your point of contact through this case until a resolution is found.

## Scope

The scope of these policies cover all cases of all Severity types (End User Issues and Severity 1, 2, and 3) created by the End Users, Customer, iPass Account Management and/or the iPass Customer Consulting Team.

## Definitions

Support cases have the following classifications:

- **END USER ISSUE:** User reporting connectivity issue or questions about the iPass service including availability, functionality or billing problems. Customer Helpdesk reporting individual user connectivity issues.
- **HIGH - Severity 1:** Customer Helpdesk reporting VIP user needing immediate assistance. Customer Helpdesk reporting RoamServer down, or other problems that prevent all users from connecting. Also includes issues regarding Hosted Admin, ExpressConnect Managed Services, ExpressConnect User Management, and blocking of restricted access countries.
- **MEDIUM - Severity 2:** Customer Helpdesk User community is experiencing difficulty connecting to one or more remote Access Points. This also includes: RoamServer configuration requests, User community is experiencing difficulty deploying the Open Mobile software, Problems with daily Call Detail Records and problems that relate to the content of the iPass Open Mobile Portal, or the customer's ability to access it.
- **LOW - Severity 3:** Customer Helpdesk reporting problems that affect a limited number of user community or any question or service request.



## iPass Problem Response Times

The targeted response times for each iPass query are as follows:

- **End User Issue – Targeted Response Time:** Issues will receive a response from iPass within 2 hours of receipt of the request (except weekends and local public holidays.)
- **Severity 1 - Targeted Response Time:** Issues will receive a response from iPass within fifteen (15) minutes (1 hour on weekends and local public holidays) after submitting a Severity One support case followed by a phone call to iPass. Please note Severity One issues reported via a support case only will be responded to within 1 hour.
- **Severity 2 - Targeted Response Time:** Issues will receive a response from iPass within 8 hours of receipt of the request (except weekends and local public holidays.)
- **Severity 3 - Targeted Response Time:** Issues will receive a response from iPass within 12 hours of receipt of the request (except weekends and local public holidays.)

## Available Support Services

iPass can provide both support to End Users directly, as well as Helpdesk to Helpdesk support through the Open Mobile Portal.

**Unless actively promoting Direct End User Support through iPass, the customer in this model is primarily responsible for end-user support and interaction. In the case where the customer is supported by an iPass Partner, all issues must first be escalated to the partner's support team.**

If after using the iPass Open Mobile Help pages ([help.ipass.com](http://help.ipass.com)) and following the Tier 1 Customer Support Training the Tier 1 or Partner Helpdesk is not able to resolve the issue, then the Tier 1 or partner Helpdesk should contact the iPass Customer Consulting Helpdesk via a web-based support case, raised through the iPass Open Mobile portal.

iPass Customer Consulting is available for all issue types Monday through Friday business hours/local time utilizing a follow the sun model:

Customer Consulting staffing begins midnight GMT Sunday through midnight GMT Friday, excepting local holidays. Severity 1 issues ONLY will be handled by call out on weekends and local public holidays.



## Support Process

### Issue identified by End Users (Direct End User Support)

If an issue is being experienced by an end user, or a customer helpdesk wishes to report an issue with an individual user experiencing connectivity issues, they can receive help for their problem by:

- Accessing the Help files in the iPass Open Mobile App.
- Check the iPass Support pages ([www.ipass.com/support](http://www.ipass.com/support)) for the answer to their problems, tips and tricks and videos on the Open Mobile app.
- Send an email to **HELP@IPASS.COM**.

### Issue Identified by Customer's Helpdesk

When an issue is identified by the customer, their Helpdesk should:

- Follow the troubleshooting guide and review information in the iPass Online Reference ([help.ipass.com](http://help.ipass.com)) and determine if internal resources can resolve the issue.
- If internal resources cannot resolve the issue, then the customer or partner helpdesk will contact the iPass Customer Consulting team via the Open Mobile Portal.

For **Severity 1** issues, a web-based support case should be opened followed by a phone call to iPass on one of the following **Severity One Hotline** numbers:

- Inside the United States: +1-877 464 7277
- Outside the United States: +1 650 232 4300
- Dialling within Europe: +44 20 7010 8344

Please note that in order to safeguard our customers against unauthorized service activity iPass requires that callers authenticate their credentials via the web-based support system prior to any action by iPass Customer Consulting.

All configuration change requests **MUST** be in writing. Severity 1 cases will be handled first and all other levels will be placed in queue to be handled in order of receipt by severity.

### Accessing Cases via the Open Mobile Portal

To open a case:

- (i) Access the Portal via url: <https://openmobile.ipass.com>
- (ii) Enter your username and password and click login.
- (iii) Access is available on the Dashboard tab.
- (iv) Click on the "Manage Tickets" link.
- (v) On the "Cases" tab select the "Create New Case" button or dropdown link.
- (vi) Enter the appropriate information as required.



## iPass Problem Response

All support cases are reviewed upon receipt as follows:

- iPass Customer Consulting is available for all issues from midnight GMT Sunday through to midnight GMT Friday.
- Severity 1 issues ONLY will be handled by call out on weekends and local public holidays.
- iPass makes every effort to ensure that all Severity 1 hotline phone inquiries are answered with a live response. Therefore, if all technicians are unavailable, it may be necessary to leave a message with a live operator at the iPass Customer Consulting Answering Service. The dispatch service will then notify iPass Customer Consulting team of the message and the next available technician on-duty will respond.
- While actual response times may vary, all requests for support are prioritized based on customer impact, then worked in the order of receipt.
- To ensure that severe problems receive highest priority, iPass may modify a case submitted as Severity 1 issue if it clearly does not meet the criteria for Severity 1.

## iPass Problem Resolution

- For all issues, the iPass Customer Consulting Representative will work with the customer or partner helpdesk to define the issue and outline an appropriate plan for resolution.
- Resolution of complex problems may require extensive periods of time for research and investigation.
- If the iPass Customer Consulting needs to work directly with another party to resolve a problem the engagement will be coordinated in advance with the customer or partner helpdesk.





## **iPass Helpdesk Support Escalation Process**

### **Reporting During the Problem Resolution Process**

- iPass will make reasonable efforts to keep the customer or partner Helpdesk informed of the latest status on any Severity 1 issues submitted at agreed intervals as necessary.
- In the event that the customer or partner helpdesk requires more frequent updates, then these will be discussed and mutually agreed upon and will depend on the severity and complexity of the problem.

### **When to Escalate an Issue**

- If the iPass Representative and the customer or partner helpdesk cannot agree on an action plan to resolve an issue (Severity 1, 2 or 3), then the iPass Customer Consulting Representative and the customer or partner helpdesk are encouraged to escalate the issue to the Manager of Customer Consulting or the Escalation Contact in the respective time zone (see Escalations Contacts below.)
- If the customer or partner helpdesk and the Manager of Customer Consulting/Escalation Contact cannot agree on a course of action, they may escalate to the iPass Director of Customer Consulting.

### **How to Escalate an Issue**

- All escalations should be in writing or by phone followed up with a summary from the customer or partner helpdesk.
- Written documentation should detail the original case number(s), the issue description and progress to date. It should also include impact to the customer and reason for the escalation. The Manager of Customer Consulting will respond upon receipt to any escalations.



## Customer Consulting Escalation Contacts

<b>Location/Time Zone</b>	<b>London, UK (GMT)</b>
Regional Contact	Alan Ridgewell
email	aridgewell@ipass.com
Office Phone	+44 20 7010 8304
Backup Manager	Richard Sabbarton
email	rsabbarton@ipass.com
Office Phone	+44 20 7010 8319

<b>Location/Time Zone</b>	<b>Redwood Shores, US (PST)</b>
Regional Contact	Fred Barling
email	fbarling@ipass.com
Office Phone	+ 1 650 232 4304
Backup Manager	Alan Ridgewell
email	aridgewell@ipass.com
Contact Number	+44 7951 937 110

<b>Location/Time Zone</b>	<b>Sydney, AU (AEST)</b>
Regional Contact	Alan Ridgewell
email	aridgewell@ipass.com
Office Phone	+44 7951 937 110