



# Helpdesk to Helpdesk Support Process Guide

Technical Support Team

Helpdesk Support Process Guide

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**IPASS PROPRIETARY  
AND CONFIDENTIAL**

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# iPass Technical Support Helpdesk to Helpdesk Support Process Guide

Helpdesk Support provided by iPass to your customers.

## Purpose

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The purpose of this document is to explain the process by which technical issues are resolved using commercially reasonable means between a customer Helpdesk and the iPass Global Technical Support 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.

To reference the latest online version of this document, please visit the Open Mobile Help pages at: <http://help.ipass.com/doku.php?id=support>.

## The Technical Support Organization

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The Global iPass Technical Support organization provides support worldwide via locations that are strategically and geographically distributed to provide support 24 hours a day, 7 days week, for 365 days of the year through a Follow the Sun support model of agents across the globe.

A unique instance of an issue or request is tracked with a Case Number. A support Consultant will be the point of contact through the case until a resolution is found, escalating to the other departments as necessary.

## Scope

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The scopes of these policies cover all issues that are discovered and reported by the iPass End User Community to the iPass Global Customer Consulting team.

## Definitions

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Support cases have the following classifications:

**Severity 1 (High):** iPass Hosted Authentication Infrastructure, or Customer RoamServer down, or other problems that prevent ALL customer's users from connecting.

Also includes issues regarding Hosted User Services, and blocking of restricted access countries.

**Severity 2 (Medium):** User community is experiencing difficulty connecting to one or more remote Access Points. This also includes:

Hosted Authentication or 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.

**Severity 3 (Low):** Problems that affect a limited number of user community or any question or service request.

## Available Support Services

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iPass provides Helpdesk to Helpdesk support through the Open Mobile Portal, meaning that the customer in this model is primarily responsible for end-user support and interaction, unless actively promoting Direct End User Support through iPass. 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 Technical Support Helpdesk via a web-based support case, raised through the iPass Open Mobile portal.

## Support Process

### Issue Identified by Customer's Helpdesk

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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 Technical Support 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 numbers:

Location	Phone Number	
US	+1 877-464-7277	(Tollfree)
	+1 650-232-4300	
UK	0800 587 2440	(Tollfree)
	+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 Technical Support.

**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

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To open a case:

Access the Portal via url: <https://openmobile.ipass.com>

Enter your username and password and click login.

Access is available on the Dashboard tab.

Click on the “Manage Tickets” link.

On the “Cases” tab select the “Create New Case” button or dropdown link.

Enter the appropriate information as required.

## iPass Problem Response

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All support cases are reviewed upon receipt as follows:

iPass Technical Support is available 24 x 7 x 365 days a year.

iPass makes every effort to ensure that all Severity 1 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 Technical Support Answering Service. The dispatch service will then notify iPass Technical Support 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 Response Times

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**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.

**Severity 3 - Targeted Response Time:** Issues will receive a response from iPass within 12 hours of receipt of the request.

## iPass Problem Resolution

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For all issues, the iPass Technical Support 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 Technical Support 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 Support Escalation Process

### Reporting During the Problem Resolution Process

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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

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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 Technical Support Representative and the customer or partner helpdesk are encouraged to escalate the issue to the Manager of Technical Support or the Escalation Contact in the respective time zone (see Escalations Contacts below.)

If the customer or partner helpdesk and the Manager of Technical Support/Escalation Contact cannot agree on a course of action, they may escalate to the iPass Director of Technical Support.

### How to Escalate an Issue

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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 Technical Support will respond upon receipt to any escalations.

### Reporting During the Problem Resolution Process

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If the iPass Representative and the user cannot agree on an action plan to resolve an issue, and the customer internal helpdesk is also included in problem resolution, then the iPass Technical Support Representative and the customer or partner helpdesk are encouraged to escalate the issue to the Manager of Technical Support or the Escalation Contact in the respective time zone (see Escalations Contacts below.)

If the customer or partner helpdesk and the Escalation Contact cannot agree on a course of action, they may escalate to the iPass Director of Technical Support.

## When to Escalate an Issue

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If the iPass Representative and the user cannot agree on an action plan to resolve an issue, and the customer internal helpdesk is also included in problem resolution, then the iPass Technical Support Representative and the customer or partner helpdesk are encouraged to escalate the issue to the Manager of Technical Support or the Escalation Contact in the respective time zone (see Escalations Contacts below.)

If the customer or partner helpdesk and the Escalation Contact cannot agree on a course of action, they may escalate to the iPass Director of Technical Support.

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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 Technical Support will respond upon receipt to any escalations.

## Technical Support Escalation Contacts

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Location/Time Zone	Name	Contact Details
London UK (GMT)	Richard Sabbarton	<a href="mailto:rsabbarton@ipass.com">rsabbarton@ipass.com</a> +44 20 7010 8319
Redwood Shores US (PST)	Christopher Calhoun	<a href="mailto:ccalhoun@ipass.com">ccalhoun@ipass.com</a> +1 650 232 4188
Bangalore IN (IST)	Sujith Varijakshan	<a href="mailto:svarijakshan@ipass.com">svarijakshan@ipass.com</a> +91 80 41380976
Escalation (Director of Support)	Alan Ridgewell	<a href="mailto:aridgewell@ipass.com">aridgewell@ipass.com</a> +44 20 7010 8304