Direct End User Support Process Guide

Technical Support Team

Direct End User Support Process Guide

January 31, 2017

Table of Contents

iPass Technical Support Direct End User Support Process Guide

Direct End User Support provided by iPass to your customers.

Purpose

The purpose of this document is to explain the process by which technical issues are resolved using commercially reasonable means between a user and the iPass 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=suppport.

The Technical Support Organization

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

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.

Available Support Services

iPass provides Direct End User support for users of the iPass solution through the following methods:

Users can CALL the following numbers 24x7x365:

Location	Phone Number	
US	**+1 877-464-7277**	(Tollfree)
	+1 650-232-4300	
UK	**0800 587 2440**	(Tollfree)
	+44 20 7010 8344	

Users can request CHAT 24x7x365 at http://www.ipass.com/support/

To report any issues users can EMAIL help@ipass.com

iPass provides Support Pages (FAQs - iPass) for end users where they can find the solutions to any connectivity issues as well as Service Alerts, and Tips and Suggestions for best practices using the iPass App.

iPass can also provide a customised Support Page for your organisation including information about the iPass service such as credential hints, internal helpdesk details or any further details which are particular for your organisation.

Users can also request support from any of the links for help on the iPass Support pages and on the iPass website.

The App also has the ability to collect and send detailed Logs from the iPass App to the Support team for investigation.

The iPass Technical Support Team is available for all issues on a 24 x 7 x 365 basis utilizing a Follow the Sun approach.

All enquiries should be in English. If issues are received in other languages iPass will investigate and reply in English to the user.

iPass Problem Resolution

iPass will resolve issues within the following parameters:

iPass will aim to answer 80% of all support calls within 30 seconds.

iPass will aim to respond to all email support queries within TWO HOURS.

For all issues, the iPass Support Representative will work with the user 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 team determines that the issue cannot be resolved without including a customer Internal Helpdesk then the user will either be given details of who to contact within their company if possible, or iPass will work with the internal helpdesk to resolve the issue.

.

Reporting During the Problem Resolution Process

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

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.

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 Technical Support will respond upon receipt to any escalations.

Technical Support Escalation Contacts

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