



Gridteq Support Services

1 Scope

This section sets out the support that Gridteq shall provide in respect of the M2M services.

2 Gridteq Helpdesk

- 2.1 The Gridteq Helpdesk will act as single point of contact for the Customer regarding Incidents and requests for M2M related services.
- 2.2 The Gridteq Helpdesk is available during Gridteq's business hours, and is manned by dedicated Gridteq personnel with knowledge of Customers M2M business requirements. The support will be by telephone and email, in English. Gridteq will work with Customer to determine the most appropriate and effective model for receiving, tracking and resolution of queries, problems etc.
- 2.3 The Gridteq Helpdesk will be responsible for managing issues on behalf of Customer and will own the issue through to resolution. Specific issues include;
 - 2.3.1 Invoice / Billing Issues
 - 2.3.2 Network Fault Reporting/Escalation
 - 2.3.3 SIM Fault Management
 - 2.3.4 Order Management and Forecast Management
 - 2.3.5 CAMS Platform Fault Reporting/Escalation

3 Service Management Framework

3.1 Incident Management

With the aim of restoring services as quickly as possible, Customer will be able to raise qualified Incidents to the Gridteq Helpdesk by phone or email.

The Gridteq Helpdesk will receive record and prioritise all calls, provide Customer with a reference number for tracking purposes, provide initial assessment of all incidents, and will monitor and escalate incidents according to agreed Service Levels.

3.2 Service lifecycle management

Gridteq will manage all relevant activities through its Helpdesk who will act on either anniversary triggers from the service-lifecycle profiles or employee logged requests.

3.3 Account Management Review

The Account Management Review shall encompass:

- 3.4 Service Plan creation
- 3.5 Account review meetings and updates
- 3.6 In-life management of existing service requirements.