

WTL's SMA Contract Is The Total Support Package

WTL offers all customers a Total Support Package to cover their network. This is the SMA (Service & Maintenance Agreement) and the coverage it offers is outlined below.

What Is Covered By The SMA?

- Help Desk Access
- Telephone Support
- Software Updates
- Online Resources
- Hardware Repair

Help Desk Access includes:

- Web based trouble ticket system to allow tracking of any problem.
- Acknowledgment via e-mail of receipt of the problem with date and time, nature of problem and priority
- Ticket number for customer's future inquiries on status of problem
- E-mail updates on status and resolution of fault
- Automatic escalation of problem based on the elapsed time since it was reported

Telephone support includes:

- Support customer in level 1 activities
- Delivery of level 2 and level 3 support
- Direct escalation to engineering
- Validation of new configurations + assistance in switch upgrades during office hours
- 2 hours response time during office hours
- 4 hours response during out-of-office hours (24Hrs – 7 days/week) for emergency calls

Software updates includes:

- Regular receipt of new software versions (enhancements, patches and bug fixes)
- Regular free issue of new Technical Tools
- Software upgrades normally carried out at off peak times.

Access to Online Resources includes:

- Ability to access WTL Download site
- Email alerts when new resources or updates are available

Return for Repair Service includes:

- Ability to send faulty hardware to WTL for diagnosis and repair

How to Access The Services

HelpDesk

Go to the support page on the WTL web site (www.wtl.be/support) and click the help desk link. You will be asked for your log in and password. This will be supplied when the SMA has been signed. You may also report a problem via e-mail to support@wtl.be

Telephone Support

During business call the support telephone number +(32) 272 272 40. Please remember that only emergency calls can be dealt with outside normal business hours. Customers insisting on non-urgent calls being dealt with out of hours will be charged accordingly.

Software Updates

You will be informed by email when a new version of software is available that is relevant to your network. Alternatively, check the WTL Download site (see below).

On Line Resources

A selection of useful documents, tools and other reference material is stored at the WTL Download site. When you connect to this site you will be asked for your log in and password. This will be supplied when the SMA has been signed.

Return for Repair Service

Before returning Hardware you should obtain from WTL a "Return Authorisation Number" which must be recorded on the documentation that accompanies the Hardware being returned. Hardware must be adequately packaged before returning. All returned Hardware must be accompanied by complete documentation, including a description of the reason for the return.

Explanation of Terms Used

| | |
|-----------------|---|
| Level 1 Support | Identification of problems whether Service Affecting or Non Service Affecting. Initial diagnosis of the fault and collection of fault data. |
| Level 2 Support | Providing guidance to Customers in order to resolve a level 1 problem when all the efforts from the Customer to solve this problem have been exhausted. All Service Affecting problems are classed as Support Level 2. These activities are the responsibility of WTL. |
| Level 3 Support | Includes performing software enhancements and bug fixes and involving 3rd party companies in the resolution of a Customer's Equipment problem. These Non-Service Affecting problems will be dealt with through the Company Help Desk. These activities are the responsibility of WTL. |
| Support Hours | The Company provides support 24 hours/day, 7 days/week, 365 days/year, however this service is divided into: |
| Office Hours | Monday – Friday from 09:00 to 18:00 (GMT +01:00), excluding all Bank and other Belgian national holidays. |
| Out of Hours | Any other time, including Bank and other Belgian national holidays. During Out of Hours the Company will only provide support for those tasks that are emergencies and considered Service Affecting. |

Escalation Procedure

The Company operates an escalation procedure to assign priority to problems based on (a) the time elapsed since the issuing of a Ticket Number to the Customer and (b) the severity or nature of the incident. This is designed into the Helpdesk system and is outlined below:

| Problem status | Target time for escalation to first level | Target time for escalation to second level | Target time for escalation to third level | Target time for escalation to fourth level |
|-----------------------|---|--|---|--|
| Service Affecting | Immediate | 4 hours | 8 hours | 1 working day |
| Non Service Affecting | Immediate | 1 Working day | 2 working days | 3 working days |

Cancellation

The SMA will initially run for 1 year but subsequently may be cancelled by either party by giving 90 days notice. Failure to keep up to date with SMA payments will lead initially to a warning and then to a customer being declared "off-support".

Customer's Responsibilities

| | ACTIVITY | NOTES |
|----|-----------------------|--|
| a) | First level diagnosis | Identification of problems whether Service Affecting or Non Service Affecting |
| b) | Pricing | Changes regarding the prices associated with the calls in the switch |
| c) | Tables | Route, Rate, Company, PIN generation, CLI, |
| d) | Voice trees | Voice prompts recording and configuring |
| e) | Hardware replacement | Changing modules when needed with the remote support of WTL |
| f) | Invoicing | The Customer is responsible for their own invoicing. |
| g) | Alarms | The Customer is responsible for notifying WTL of any alarms. |
| h) | Carrier issues | The Customer is responsible for liaising with carriers for all matters including interconnection tests and simulations . |
| i) | Other equipment | WTL may propose other supporting equipment for the client's network, however, the responsibility of configuring and supporting it rests with the Customer. |
| j) | Passwords | The Customer must keep WTL up to date with changes of passwords and access codes to service the Customer's network |
| k) | Cooperation | The Customer should fully cooperate with the efforts made by WTL during the resolution of a problem |
| l) | Communication | Requests for scheduled works should be made at least 2 weeks in advance. |
| m) | Returning Hardware | Before returning Hardware, please obtain from WTL a "Return Authorisation Number" which must be recorded on the documentation that accompanies the Hardware being returned. |
| n) | Packaging Hardware | Hardware must be adequately packaged before returning. All returned Hardware must be accompanied by complete documentation, including a description of the reason for the return, and the correct return authorisation number. |

In the case where WTL is asked to carry out actions which are the customer's responsibility the customer will be charged accordingly.