



# Cradlepoint Inc. CradleCare Service Level Targets

Service Level Targets are applicable only to products covered by CradleCare Support.

## Acronyms and Abbreviation

<i>Acronym</i>	<i>Description</i>
CMT	Case Management Tool
CSR	Customer Service Rep
DCS	Director, Customer Service
EMT	Executive Management Team
ESE	Enterprise Support Engineer
ESE-L	Enterprise Support Engineer Lead (Tier 2)
ESM	Enterprise Service Manager
MSA	Master Service Agreement
QA	Cradlepoint Quality Assurance Team
R&D	Cradlepoint Development Team
RMA	Return Merchandise Authorization
SLT	Service Level Targets

## 1. Enterprise Support Coverage & Case Severity

**1.1. All cases begin by making contact with Tier 1 Support to open a case in CMT system. Subsequent escalations will follow the Tiers as defined below.**

### *Tier 1 (ESE)*

- a. Tier 1 support shall be available for receipt of Customer calls at all times (24x7x365).
- b. If the call is made outside of Cradlepoint standard hours of 6 am – 6 pm Mountain time and meets the 24x7 emergency criteria, the call will be connected to an on-call engineer.
- c. If the call does not meet the emergency criteria the call will be returned during normal business hours.

### *Tier 2 (ESE-L)*

- a. Tier 2 support will be provided by senior level enterprise engineers and will be available at all times (24x7x365).
- b. If the call is made outside of Cradlepoint standard hours of 6 am – 6 pm Mountain time and meets the 24x7 emergency criteria, the call will be connected to an on-call engineer.



- c. If the call does not meet the emergency criteria, the call will be returned during normal business hours.

#### *Tier 3 (ESM, QA)*

- a. Tier 3 support will be defined as ESM, QA, or DCS and will be available during business hours (8x5) or longer if the issue is Severity 1.

#### *Tier 4 (EMT)*

- a. Will be defined as a member of the Executive Level Management Team (EMT) of the company comprised of the VP of Global Support, VP of Sales, CMO and CEO.

### **1.2. Case Severity**

Case severity shall dictate the level of support required. Upon receipt of a critical case, Cradlepoint will respond to the Customer and escalate to the appropriate level of support. Case severities other than those defined below shall follow standard procedures. Before escalating a case, minimal product and situational information will need to be gathered from the customer for efficient resolution of any cases being worked by Cradlepoint Support and escalation teams.

## 2. Minimum Information Gathering Requirements

### **2.1. The following information (at a minimum) needs to be collected by CP Support:**

- a. Customer contact information, including email and main & cell phone number if available.
- b. Determination severity of issue (customer had to go onsite to recover, rollout of solution is halted or severely delayed)
- c. Document detailed description of the issues experienced by the Customer (events leading up to failure)
- d. If available, remote management access information including username, password and MAC address of unit(s).
- e. Obtain the following logs from router/WPC
  - a. Series 2 – Router logs saved to txt file
  - b. Series 3 – Minimally gather standard logs, save to txt file
- f. Obtain the following modem info:
  - a. Series 2 – Screenshot of Modem>Info, Modem Diagnostics box
  - b. Series 3 –
    - i. Screenshot of Status>Internet Connections
    - ii. Modem Signal Graphs under Status > Statistics
  - c. Is customer using Static or Standard IP Addressing plans from Carrier
  - d. Document which Carrier customer is using

- e. Obtain Configuration file of router
  - i. Series 2 – Tools >System, Click Save to file
  - ii. Series 3 – System Settings>System Software, click “Save to Disk”
- g. Document router OS version
- h. Document progress made on the case and steps to reproduce

### 3. Definitions of Severity

**3.1. Severity 1: Entire site WAN connectivity/network is down, end-user business is critically impacted due to problem with CP Product. Full-time resources from customer and Cradlepoint are needed until network is back online.**

**3.2. Severity 2: Site WAN connectivity/network is severely degraded and significant aspects of customer's business is impacted negatively due to problem with CP product.**

**3.3. Severity 3: Site WAN connectivity/network is impaired due to CP product; most business functions are operational.**

### 4. Escalation Time

Elapsed Time	Severity 1	Severity 2	Severity 3
2 Hours	Tier 2		
4 Hours	Tier 3	Tier 2	
24 Hours	Tier 4	Tier 3	
48 Hours		Tier 4	Tier 2
72 Hours			Tier 3



## 5. Communication Requirements

### 5.1. Customer Response and On-going Communication for Severity 1, 2, & 3 level cases.

Response Times	
Phone / Chat	Immediate
Web Case	4 Business Hours
Partner Portal	8 Business Hours

On-going communication requirements below shall be used as a general guideline for conveying progress to the customer.

<b>Severity 1</b> (Until case closed or root cause identified)	Ongoing*
<b>Severity 2</b> (Until case closed or root cause identified)	Daily
<b>Severity 3</b>	Every 7 Days

\*The ESE shall keep in continual contact unless mutual agreement is reached with the Customer for alternate communications (e.g., ESE must break contact to work on the case).

**5.2 Internal Communication** The ESE actively working the customer issue is responsible for updating the CMT case with current progress. Additionally, for all Tier 3 escalated cases, regular daily updates shall be provided to the EMT.

## 6. Target Case Resolution Times

Resolution timeframes begin when the case is received from the Customer and required triage information is captured from Customer. Resolution timeframes conclude when the Customer accepts the resolution and the case is formally closed in the CMT.



A significant percentage of problems are not with the Cradlepoint products and to that extent they are outside Cradlepoint's control. However, these resolution timeframes will still be our goal.

<b>Restore Network Connectivity<sup>1</sup></b>	< 4 Hours
<b>Severity 1</b> (Case closed)	< 48 Hours <sup>2</sup>
<b>Severity 2</b> (Case closed)	< 5 Business Days <sup>2</sup>
<b>Severity 3</b> (Case closed)	< 10 Business Days
<b>Inquiry</b> (Case closed)	< 15 Business Days

*Note 1: Dependent on root cause analysis requirements, closure may take longer but should be agreed upon with Customer.*

*Note 2: Within 4 hours restore network connectivity*

## 7. Contacts

Enterprise Hotline: 855-813-3385

Enterprise Support: Cradlepoint Partner Portal