



SUPPORT MANAGEMENT PROCESS

Update: 12-05-2017

Version 1.2

Table of Contents

| | | |
|--------|--|----|
| 1. | LuxCloud Support Process | 2 |
| 1.1. | Support Levels..... | 2 |
| 1.1.1. | Partner Support Level 1 | 2 |
| 1.1.2. | LuxCloud Support Level 1..... | 2 |
| 1.1.3. | LuxCloud Support Level 2..... | 2 |
| 1.1.4. | LuxCloud Support Level 3..... | 3 |
| 1.1.5. | LuxCloud Network Operations Center | 3 |
| 1.2. | Ticket Escalation..... | 4 |
| 1.3. | Targeted Ticket Response Times | 5 |
| 2. | Contacting the Support Desk | 6 |
| 2.1. | LuxCloud Ticket System | 6 |
| 2.2. | Ticket Severity Levels | 6 |
| 2.2.1. | High | 6 |
| 2.2.2. | Normal | 6 |
| 2.2.3. | Low | 7 |
| 2.3. | Ticket Statuses | 7 |
| 2.4. | Ticket Operations | 7 |
| 2.4.1. | Open a ticket..... | 7 |
| 2.4.2. | Updating a ticket..... | 8 |
| 2.4.3. | Close a ticket | 8 |
| 2.4.4. | Re-open a ticket | 8 |
| 2.5. | Languages used in Tickets..... | 8 |
| 2.6. | Invalid Support Ticket Requests..... | 9 |
| 2.7. | LuxCloud Support Hotline | 9 |
| 2.8. | LuxCloud 24*7 Emergency Hotline Service..... | 9 |
| 3. | LuxCloud Support Desk Details | 11 |
| 3.1. | Opening Hours | 11 |
| 3.2. | Business Days..... | 11 |
| 3.3. | LuxCloud Ticket System | 11 |
| 3.4. | LuxCloud Technical Phone Support | 11 |
| 3.5. | LuxCloud 24*7 Emergency Hotline | 11 |
| 3.6. | Service Satisfaction Escalation | 11 |

1. LuxCloud Support Process

The LuxCloud support process describes the components of, and interactions between, the various companies and departments involved in the treatment of customer issues. In this document the responsibilities and duties are described at all levels. The support service is managed via the LuxCloud Support Desk, which coordinates the different activities with the aid of a ticketing system.

The ticketing system provides a means for sales partners to report an issue by opening a 'ticket' via the platform or by e-mail, and provides information regarding current and resolved tickets. Issues can also be reported by telephone for which the Support Desk will raise a ticket on behalf of the partner. The means for sales partners to report serious incidents outside of regular hours are also described.

1.1. Support Levels

In this section, the different groups who provide support, from now on referred to as support levels, are listed and explained.

1.1.1. Partner Support Level 1

All requests for support by the customers of the LuxCloud partners, must be made directly to the sales partner. Sales partners should take all reasonable steps to resolve an issue before taking the decision to report it to LuxCloud.

Please note that under normal circumstances, LuxCloud does not have the right to be in contact with end customers and therefore cannot accept support requests directly from them.

1.1.2. LuxCloud Support Level 1

LuxCloud Support Level 1 is the support level initially responsible for treating all sales partner support requests and the communication with the sales partners.

Level 1 technicians typically have basic technical skills. They perform triage and solve straightforward problems themselves referring to knowledgebase articles, FAQ sheets, previous tickets and experience. They also provide any reporting (tickets opened, closed, in progress etc.) concerning tickets.

Issues that cannot be solved by LuxCloud Support Level 1, are escalated to the next support level, LuxCloud Support Level 2.

1.1.3. LuxCloud Support Level 2

LuxCloud Support Level 2 handles issues escalated by LuxCloud Support Level 1.

Level 2 engineers, typically system and software engineers, will deal, for example, with advanced features and possible product bugs or failures. They have highly developed technical skills and are often able to find issue solutions on their own. Troubleshooting may involve issue reproduction, enabling debugging and comparison with known working solutions. Level 2 engineers often work with the Network Operations Centre (NOC) to set up systems and may be called on by them to assist in troubleshooting issues.

Issues may be discussed with the LuxCloud Product Development Team, other specialized staff or escalated to the product supplier (LuxCloud Support Level 3) according to their support request procedure.

Tickets escalated to Support Level 2 will be managed by Support Level 2.

1.1.4. LuxCloud Support Level 3

This level refers to the support provided by suppliers:

- LuxCloud Platform - According to a contract between ODIN and LuxCloud, ODIN provides LuxCloud support for the provisioning platform.
- ISV solutions - LuxCloud has established support contracts with its product suppliers. These suppliers typically only accept support queries directly from the contract holder (LuxCloud) and not from LuxCloud sales partners or end customers. The support request method (ticket system, email, telephone...) and the support service details (severity levels, response times, escalation methods...) are particular to each supplier.

The support requirements of each new supplier are assessed during the supplier on-boarding process conducted by LuxCloud. LuxCloud maintains support description information for each supplier and makes it available to the LuxCloud support team.

1.1.5. LuxCloud Network Operations Center

The LuxCloud Network Operations Centre (NOC) is the department that monitors and controls LuxCloud's computer infrastructure and network.

NOC engineers are highly skilled in supporting computer systems and network equipment. NOC engineers often work with Support level 2 Engineers to set up systems and may be called on by them to assist in troubleshooting issues.

The NOC operates the 24/7/365 LuxCloud Emergency Hotline.

1.2. Ticket Escalation

The figure below shows the support levels along with the ticket systems used to communicate between them. Issues will be escalated between the levels as detailed in the support level descriptions.

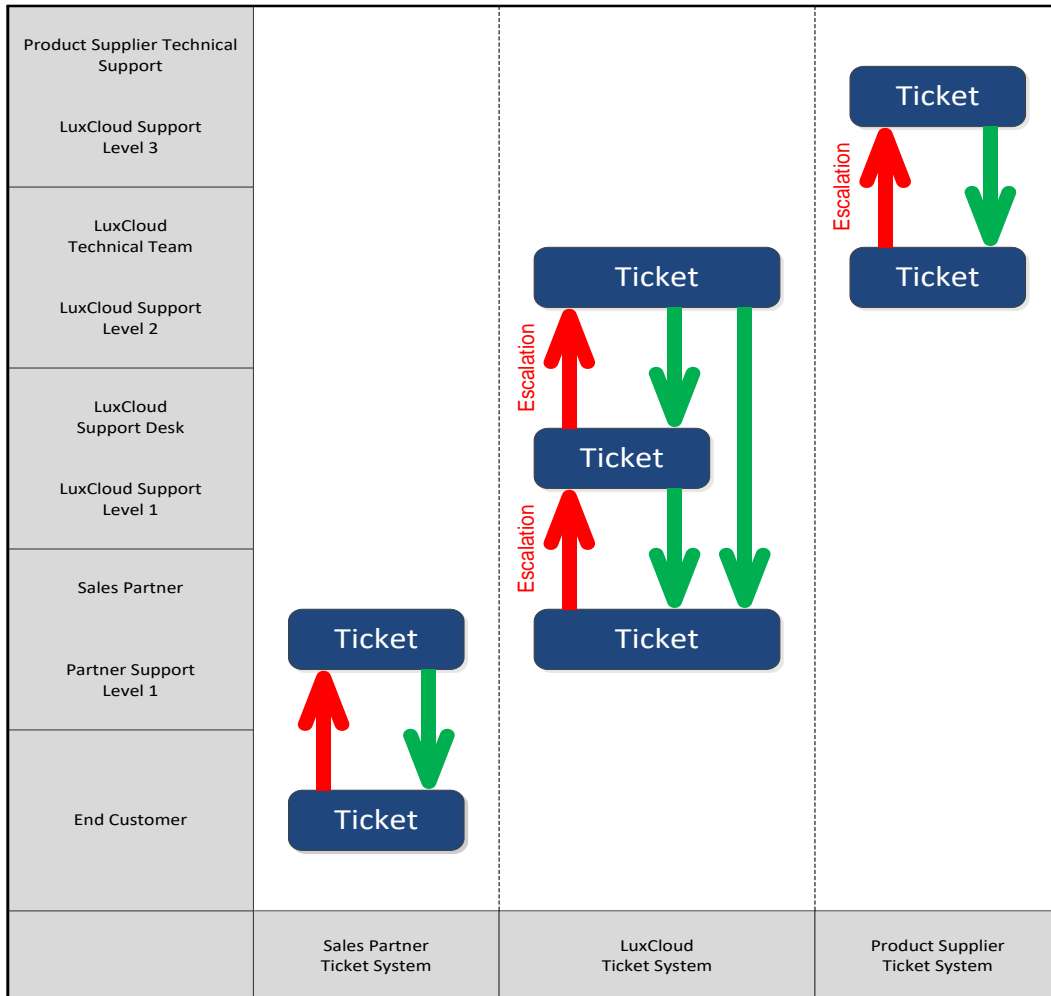


Figure 1: Support Levels and Ticket Systems

1.3. Targeted Ticket Response Times

The targeted response times and resolution targets for issues / requests introduced via the LuxCloud ticket system are:

| Standard Support Level | | |
|------------------------|------------------------|------------------------|
| Ticket Severity | Response Time | Resolution Target |
| High | Within 1 hour | Within 1 business day |
| Normal | Within 1 business day | Within 2 business days |
| Low | Within 2 business days | Within 5 business days |

| | |
|--------|---|
| High | Full or partial loss of services (impacts entire service <i>AND</i> all customers or a significant portion) |
| Normal | Partial loss of a services, provisioning errors, configuration issues (impacts 1 customer <i>OR</i> some of the functionality but not the entire service) |
| Low | Information requests, questions, password reset, billing issues, migration requests |

Figure 2: Ticket Response Times and Resolution Targets

2. Contacting the Support Desk

The LuxCloud Support Desk is the single point of contact for sales partners to communicate issues to LuxCloud. Support requests should not be sent directly to LuxCloud staff members, to prevent hand over issues.

An issue is defined as ‘a question or problem concerning the operation of the platform, a product, billing or accounting’, including technical and feature requests.

| LuxCloud Support Desk contact points | |
|--------------------------------------|---|
| LuxCloud ticket system | https://luxcloud.zendesk.com/hc/en-us/requests/new |
| LuxCloud email | support@luxcloud.com |
| LuxCloud phone support | +352 27 863 071 |
| LuxCloud chat system | Available in the bottom right corner on http://luxcloud.com |
| LuxCloud Twitter | Direct message to @luxcloud |

2.1. LuxCloud Ticket System

LuxCloud offers a ticketing system to manage the resolution of sales partner issues. The system provides a portal that allows the sales partner to open a new ticket, describe an issue and identify where it lies. The LuxCloud support team and the sales partner are able to ask questions and provide additional information in the ticket. All information entered into the ticket is indelibly recorded in chronological order. A ticket should refer to a single issue only to avoid confusion. A unique ticket number is automatically assigned to each ticket.

In the unlikely event of the ticketing system portal not being available, correspondence should be possible through email, the LuxCloud chat system or our Twitter channel.

2.2. Ticket Severity Levels

All tickets can be assigned a severity level to classify the urgency of the issue:

2.2.1. High

Severity level “High” is reserved for urgent and ‘Emergency’ requests that have a high impact on the business and the business continuity. These are: full or partial loss of services (impacts the entire service and either all customers or a significant portion). Special measures may be taken to ensure prompt resolution.

2.2.2. Normal

Severity level “Normal” is the default for typical requests. These are: partial loss of a service, provisioning errors and / or a configuration issue (impact 1 customer or some of the functionality but not the entire service). The issue will be worked upon with regular resources with the intent of making a resolution within a reasonable time frame.

2.2.3. Low

Severity level “Low” is for less important issues or feature requests which do not have an immediate impact on business. These are: information requests, questions, password reset, billing issues, migration requests.

The applicable severity level may be discussed with the Support Desk.

2.3. Ticket Statuses

A ticket can have one of the following statuses:

| | |
|------------------|--|
| New: | a ticket is newly created and it has yet to be worked on |
| Open: | a ticket is being worked on |
| Pending: | a response from the ticket creator is needed |
| On-hold | a response from a supplier is needed |
| Resolved: | a solution has been provided and the issue considered resolved |

2.4. Ticket Operations

2.4.1. Open a ticket

Before opening a ticket, the sales partner should consult the LuxCloud knowledgebase accessible via <http://luxcloud.com/faq>. It is continually expanding to contain new solutions and advice, therefore it should always be checked before submitting a ticket. In case of the severity “normal” or “high”, please check if there is any notification about the issue on our Status & Maintenance website <http://luxcloud.com/status-maintenance/>.

Go to <https://luxcloud.zendesk.com/hc/en-us/requests/new> to open a ticket. By including the following information, the time to provide an appropriate solution can be increased.

The following information is vital:

| | |
|---------------------|---|
| Subject: | Enter a title for the ticket which briefly describes the issue. |
| Description: | Account: End customer account name or ID |
| | Subscription: Subscription ID where the error occurs |
| | User details: User account under which the error occurs and login details so we can test and reproduce the issue |
| | Situation: Step-by step detailed description of the situation |
| | Error: All available details such as ID, name, text, etc. |
| | Screenshots: Screenshots are helpful to understand the situation |
| | Performed Actions: Provide the actions and checks already performed to solve the reported issue |
| Attachment: | Use the “Attach” button to select an attachment if appropriate; error log, screenshot, etc. |

In the case of a phone call from the sales partner to LuxCloud, a ticket will be opened by the LuxCloud Support Desk.

Confirmation of the opening of the ticket is automatically sent to the sales partner and Support Desk technicians.

In some cases, the support team may need to log-in to the customer or end user account to reproduce the problem and/or check a solution.

2.4.2. Updating a ticket

While an issue is being worked on, it is common that questions may be posed by the Support Desk and tests requested to be performed. The total resolution time naturally depends on the responsiveness of the partner and his end customer. The quicker responses are made, the faster the investigation can continue.

If an issue is considered to be resolved, the sales partner may be asked to confirm that in the ticket.

Confirmation of the update of the ticket is automatically sent to the sales partner and Support Desk technicians.

In the case where a major clarification is needed by a technician, the partner will be contacted by phone.

2.4.3. Close a ticket

Ticket closure occurs when:

- a. The sales partner states a ticket can be closed
- b. LuxCloud is sure that a solution/answer has been provided and noted in the ticket
- c. Two business days after LuxCloud has requested confirmation from the sales partner that an issue is solved, even if no response was received
- d. No reply received from the partner on a ticket requiring his input within 3 business days.

The closure of tickets can only be performed by LuxCloud and is usually performed by LuxCloud Support Level 1.

A message will usually be added in the ticket along the lines of "As LuxCloud believes that a solution has been provided, the ticket status has been changed to 'Resolved'. However, should you feel it is not the case, you can reopen it at any time."

Confirmation of the closure of a ticket is automatically sent to the user and Support Desk technicians.

After a ticket is closed, no additional response should be added by the sales partner, unless important to the issue. Responses to thank the technician etc., although appreciated, will cause the ticket to reopen unnecessarily.

2.4.4. Re-open a ticket

A ticket with status 'Resolved' can be reopened at any time if it is subsequently discovered that the solution/answer is invalid. A ticket is re-opened by simply making a reply to it.

Reopening a ticket requires the issue situation to be described once again to clarify if it is identical to the previous one, or if some circumstances have changed, which would change the investigation. A new ticket number is assigned in case of a follow-up.

2.5. Languages used in Tickets

The standard language for support requests is English.

Exceptionally, tickets can be written in the languages listed below, but no guarantee of response time is given:

- German
- French
- Dutch
- Luxembourgish

Tickets will be responded to in English only.

2.6. Invalid Support Ticket Requests

Invalid support request tickets will be rejected by the Support Desk. A ticket can be considered as invalid for the following reasons:

- Requests to perform tasks that should be performed by the sales partner e.g. create customer accounts, approve customer orders, cancel customer subscriptions, perform subscription upgrades, website setups (*);
- Multiple unrelated issues reported in the same ticket;
- New ticket opened for an issue for which a ticket has already been opened;
- Issue information given in a language other than those accepted.

In all cases, the ticket will be updated with the reason for the rejection.

* LuxCloud may offer professional services where appropriate.

2.7. LuxCloud Support Hotline

The Support Desk is also reachable by phone during the stated opening hours (see 3 LuxCloud Support Desk Details) for sales partners to report issues or ask questions. If for some reason the call cannot be taken or if the call is made outside office hours, the caller can leave a voice message. The message should contain:

- Company name
- Caller's name
- Phone number

If the issue is fully clear, the Support Desk will open a suitable ticket for the sales partner, otherwise the Support Desk will call back the sales partner to discuss how to proceed.

The support hotline is not only meant for reporting issues, but can also be used to discuss an existing ticket. The Support Desk will update the ticket accordingly.

2.8. LuxCloud 24*7 Emergency Hotline Service

In the event of an emergency involving a complete loss of service or a loss of data integrity about which no communication has been made by LuxCloud, the sales partner shall on all occasions open a "high" severity level support ticket by adding "EMERGENCY" written in upper case in the short description/title.

The sales partner shall use LuxCloud's support ticket system or the email address made available by LuxCloud to submit emergency tickets (detailed information on the LuxCloud website under Partners -> LuxCloud Support -> Support).

In the event of an emergency occurring outside of the stated Support Desk opening hours (see 3 LuxCloud Support Desk Details), the sales partner has also the option, after submitting a ticket, to leave a voicemail on the LuxCloud Emergency Hotline.

When connecting to the LuxCloud Emergency Hotline Service the partner should clearly describe the issue and include the effected service name, date and time. The message should conclude with the sales partner's contact details so that a return call can be made if more information is needed.

- LuxCloud 24*7 Emergency Hotline: **+352 27 863 071**, option #3

The NOC shall react appropriately to the message following the LuxCloud Incident Management Procedure.

3. LuxCloud Support Desk Details

3.1. Opening Hours

The European Support Desk is open Monday to Friday, 8 AM to 5 PM CET, excluding Luxembourg public holidays. The preferred method to report an issue to LuxCloud is via the LuxCloud ticket system which is available to sales partners 24/7/365. Alternatively, the Support Desk hotline can be used to verbally report an issue. In this case the Support Desk will open a ticket for the sales partner.

3.2. Business Days

Business days are understood to be Monday to Friday, 8 AM to 5 PM CET, excluding Luxembourg public holidays.

3.3. LuxCloud Ticket System

The ticket system can be reached via 2 different methods:

- Directly in ZenDesk - <https://luxcloud.zendesk.com/hc/en-us/requests/new> (preferred method)
- By sending an email to:
 - support@luxcloud.com to open a ticket in the technical queue
 - business.ticket@luxcloud.com to open a ticket in the business queue

How-to details are available on the LuxCloud website under Partners > LuxCloud Support > Support.

3.4. LuxCloud Technical Phone Support

The following phone number can be called to contact the support team:

- LuxCloud Technical Support: **+352 27 863 071**, option #1.

3.5. LuxCloud 24*7 Emergency Hotline

The following phone number can be called to contact the support team:

- LuxCloud Support Hotline: **+352 27 863 071**, option #3

Your call will be forwarded to our Network Operations Center, please note that this hotline is 24*7 ONLY to report level 1 (HIGH) service interruptions.

3.6. Service Satisfaction Escalation

In the event that the sales partner is not satisfied with the service provided by the Support Desk, the matter can be raised with the following persons:

| | 1 st Level Escalation | 2 nd Level Escalation |
|---------------------|--|--|
| Name | Emilija KURGINIAN | Joost PISTERS |
| Title | Partner Success Manager | CEO |
| Email | ekurginian@luxcloud.com | jpisters@luxcloud.com |
| Direct Phone number | +352 691 600 457 | +352 691 600 454 |