

EXTERNAL

Sinch Digital Interconnect

Operator Services SMS Support & Escalations Process

This document details the escalation process for Sinch Digital Interconnect Operator Service (OS) customers.

MULTI USER INCIDENT REPORTING

To report incidents that are affecting more than one user, please contact the Operator Services (OS) Network Operations Center (NOC). The OS NOC is available 24 hours a day – 7 days a week – 365 days a year.

OS NOC contact numbers:

- **+1 470.300.8394** (select 'Support' from the menu, **option 2** for Digital Interconnect and then **option 1**) Alternatively, customers may contact the **OS NOC** by email at OperatorServices.NOC@sinch.com or using our ticketing portal, which can be accessed using the following link:

<https://sinchenterprise.atlassian.net/helpcenter/external/>

SINGLE USER INCIDENT REPORTING

To report single user issues, please contact the Operator Services (OS) Single User Incident (SUI) group. The OS SUI team is available 24 hours a day – 7 days a week – 365 days a year.

OS SUI contact method:

The primary entry point for creating single user or handset to handset customer incidents is by using the web portal, which can be accessed using the following link. Please update the **Traffic Impact** field when opening the ticket to ensure your issue is assessed correctly.

<https://sinchenterprise.atlassian.net/helpcenter/external/>

Customers may also contact the OS SUI group via a direct dial number: **+1 470.300.8394** (select 'Support' from the menu, **option 2** for Digital Interconnect and then **option 2**)

SUPPORT TICKET SEVERITIES & RESPONSES

Severity Level & Traffic Impact	Description	Update Method	Update Commitment	Response Time Guideline
Severity 1 Traffic Impact = Greater than 20% traffic affected	This incident level is attained when any of the following conditions are met: - a complete outage of a critical service preventing the Customer from initiating or completing transactions through the platform (e.g. inability to access the SDI Network or message transfer not functioning); and/or - a high impact issue without a workaround	E-mail and 7x24 phone	First update within one (1) hour. Subsequent updates hourly. will update Customer with the following information: - services affected; - start time of incident; - current status of repair; - impact on Subscribers for all incidents in progress; - description of service or aspect of service that is unavailable to Subscribers; and - estimated time of repair	Notification to Customer within (1) hour of incident, fix or workaround in 4 hours and continuous, 24 hr. per day, 7 day per week until resolved.
Severity 2 Traffic Impact = Between 5% and 20% traffic affected	This incident level is attained when any of the following conditions are met: - high impact issue with a workaround - a significant degradation of the SDI Network occurs (i.e. major component is not functioning); and/or - recent modifications cause SDI Gateways to operate in a way that is materially different from those described in the product definition.	E-mail and 7x24 phone	First update within one (1) hour. Subsequent updates every two (2) hours. SDI will update Customer with the following information: - services affected; - start time of incident; - current status of repair; - impact on Subscribers for all incidents in progress; - description of service or aspect of service that is unavailable to Subscribers; and - estimated time of repair.	Fix or workaround by close of next business day.
Severity 3 Traffic Impact = Less than 5% traffic affected	This incident level is attained when any of the following conditions are met: - a minor to moderate degradation of the service occurs; and/or - a fault that impacts a limited part of a service occurs	E-mail and 7x24 phone	SDI will open trouble tickets and report upon closure. Monthly reports will reflect all remaining open trouble tickets. Elements of trouble tickets include: - services affected; and - start time of incident.	Fix or workaround by next scheduled release cycle.
Severity 4 Traffic Impact = Single User Issue	This is a minor incident involving a single user issue (SUI) or has no serious impact on the services or is an informational request.	Web Portal	Customer will report single user incidents (SUI) via the Web Portal. SUI updates are available via the SUI Portal.	Commercially reasonable efforts to facilitate resolution.

OPERATOR SERVICES ESCALATIONS

Entity	Escalation	Contact
Operator Services – Network Operations Center (OS NOC) & Single User Issues (OS SUI)	OS NOC & OS SUI	OS NOC & OS SUI: T: +1 470-300-8394 Web Portal: https://sinchenterprise.atlassian.net/help-center/external/portal/1011 Email: OperatorServices.NOC@sinch.com
OS NOC & OS SUI 2 nd Level Escalation	OS NOC & OS SUI 2 nd Level Escalation	On-Call Duty Manager (OCDM) +1 612-249-6789
OS NOC & OS SUI 3 rd Level Escalation	OS NOC & OS SUI 3 rd Level Escalation	Senior On-Call Duty Manager +1 708-943-9125
Global Head - Operator Services	Sr Director, NOC	Eric Nelson Office: 312-312-9436 Mobile: 815-762-6850 Email: Eric.Nelson@sinch.com