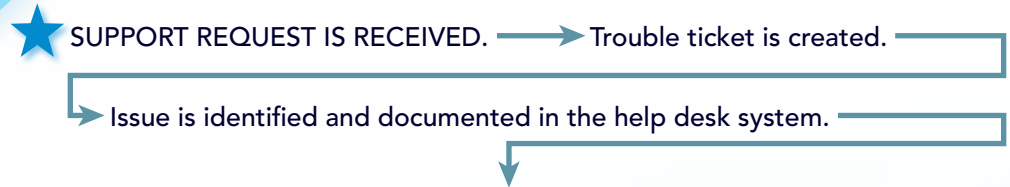


SERVICE REQUEST ESCALATION PROCEDURE



TIER 1

All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.

Level 1 Resolution →

If issue cannot be resolved

Level 2 Resolution →

If issue cannot be resolved

Level 3 Resolution →

If issue cannot be resolved

TIER 2

All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced engineers.

TIER 3

Support incidents that cannot be resolved by Tier 2 Support are escalate to Tier 3, where support is provided by the most qualified and experienced engineers who have the ability to collaborate with third party (vendor) support engineers to resolve the most complex issues.

ONSITE SUPPORT

Onsite Resolution →

QUALITY CONTROL

Issue is verified to be resolved to client's satisfaction.

→ TROUBLE TICKET IS CLOSED, after complete problem resolution details have been updated in help desk system.