NewNet Communication Technologies

FOUNDATIONS FOR NETWORK INNOVATION

Customer Service Procedure

Open a Support Case By Web

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Introduction

Thank you for using NewNet Services. Our Customer Support Team is looking forward to delivering the high quality of service required by your business. This document is intended to equip you with the information you need to obtain support for your NewNet product.

Quick Reference for NewNet Support

Support Hours	Business Hours	8 AM – 5 PM CST
	After Hours	5 PM – 8 AM CST
	Weekend	Saturday/Sunday All Day (Includes NewNet Holidays)
Technical Support Numbers	+1-877-735-6162 Contract Number Required to Validate Support Status	

What is Included in Your Support Contract

Your support contract covers software products purchased from NewNet. Please refer to your Service Guide for coverage details.

How To Open A Service Request Through the NewNet Support Web Site

To use the Portal, login with the username and password provided to you by NewNet. Do NOT self-register. A username and password will be provided to you by a NewNet administrator or your Program Manager.

1. Navigate via a web browser to URL - *http://portal.newnet.sugarondemand.com*

2. At the main screen, enter your user name and password then click on [Login]

3. Click the [Cases] tab

a. The Cases page displays a Search sub-panel and a list of existing cases. You can use the Search sub-panel to search for a case using criteria such as the case number and status.

4. Click the Create New link at the top of the page. The Cases form displays on the page

5. Enter information for the following fields:

a. Case severity: Select the appropriate severity to reflect the urgency of the case.
***Note**: Portal cases are defaulted to SEV_3. For urgent issues contact NewNet technical support team via phone.*

b. Product: Choose the appropriate technology the case is based on.

c. Case type: Check for either technical support, RMA, or a new feature.

d. Subject: Enter the subject of the case.

e. Description: Describe the problem in detail including any steps to resolve the problem.
***Note**: RMA cases please include part and serial number. Accounts with multiple users sharing one username and password will need to enter their contact information (Name, Phone and Email).*

6. Click [Save] to create the case; click [Cancel] to exit the page without creating the case.

7. When you save a case, the system displays its Detail View. You can attach a note or a file from this page by selecting [Attach Note].

Response: Business Hours

During business hours you will be prompted to enter your contract number. After doing so, you will be placed in a queue to speak to a NewNet Network Engineer. NewNet strives to maintain hold times in queue of less than two minutes.

Response: After Hours

After business hours, and on weekends and NewNet Holidays, after entering your contract number you will be connected to a call center agent (subject to purchase of 24x7 support). The agent will collect information from you, including contact information. The agent will then contact a Network Engineer on-call for your application. The Network Engineer will contact your Company per the instructions collected by the call center agent. NewNet strives to have a Network Engineer contact you within one hour or less of receiving your initial call.

Problem Severity Coding

NewNet tracks Service Requests using one of four severity codes. Customer and the NewNet network engineer working the Service Request will agree to a severity code using the following general guidelines:

Severity 0 (Critical)

- Product failure that results in a production network, sub-system or product failure such that the customer cannot continue the intended service or billing at all.

Severity 1 (Major)

- Production network, sub-system, or product failure as a result of a NewNet product which results in a critical impact to business operations with no viable work-around.
- NewNet product has a Safety and/or Regulatory Standard Violation
- Repeated and excessive downtime due to NewNet product failure is causing a customer loss of revenue.

Severity 2 (Major)

- Serious operational interruptions but viable workaround available. Operational (to customer) problem, such as need for mutual intervention, but frequency less than daily and not significant problem for production network's customers.
- Customer is at potential risk of losing actual or future revenue as a result of NewNet product failure

Severity 3 (Minor)

- Limited network, sub-system, or product problem, which prevent some functions from meeting the product specifications.
- Some business operations are impaired, but the network continues to function.
- Customer requires assistance for an installation(s) or configuration(s)
- Work around available for Severity 1 and Severity 2 issues

Severity 4 (Minor)

- Enhancement requests for hardware, software, manuals, or electronic services.

Severity 9 (Informational)

- Inquiries for information about NewNet products feature or services.

Service Request Management Process

Ensuring that all customers receive complete and rapid resolution to their issues is of utmost importance and the primary function of customer support.

The chart below displays the general escalation guidelines used by NewNet Network Engineers engaged in an active Service Request. The notification table is a guideline. NewNet engineers are encouraged to apply reasonable judgment and discretion in determining the when and how escalation and management notifications occur.

Severity 0	Severity 1	Severity 2	Severity 3
Immediately	0-4 clock hours from incident being opened with NewNet	48 clock hours from incident being opened with NewNet	96 clock hours from incident being opened with NewNet

When You Contact NewNet For Technical Assistance, You Will Be Directly Connected To A Network Engineer.

This engineer will:

- Ask you to describe the problem you are having
- Open a case in the NewNet case tracking system and document the frequency and impact of problem events
- Work with you to set the problem Priority/ Severity, based on the above guidelines
- Confirm your hardware configuration and software release version
- Ask additional questions to confirm your network configuration and connectivity
- Remotely check for system failures
- Check for known problems
- Resolve the problem through configuration changes, software changes, or provide a work around if possible
- Collect and review available debug information
- Analyze traces
- Attempt to duplicate the problem
- Engage the development team for the product as needed

During this process the engineer will provide regular status updates to you and to their manager as appropriate. The engineer will also maintain the case tracking system with current information. The case will remain open until you confirm with the engineer that the case is resolved in a satisfactory manner and can be closed.

Alternate Contact Information

General Inquires

Contact *Customer.First@newnet.com*

Feature Keys

Contact *Featurekeys@newnet.com*

Escalation information

In all cases, our primary concern is to solve your problem as rapidly as possible and to ensure that the situation minimally impacts your business and your ability to provide quality services to your customers.

If at any time you do not feel your problem is receiving adequate attention, contact *Support@newnet.com*

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Headquartered in Arlington Heights, IL, NewNet is a recognized leader in mobility technologies with a primary focus in messaging, signaling, wireless broadband, consumer internet, multimedia content delivery, mobile advertising and secure transaction processing. NewNet is a portfolio company of Skyview Capital, LLC.

NEWNET COMMUNICATION TECHNOLOGIES 1455 W. SHURE DRIVE, ARLINGTON HEIGHTS, IL 60004 WWW.NEWNET.COM

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