Sinch Digital Interconnect
Customer Escalation Process - Enterprise Service

This document details the escalation process for Sinch Digital Interconnect Enterprise Service (ES) customers.

ESCALATIONS

To escalate an incident:

- Log into the ES Support Tool to escalate an existing incident or to create a new incident:

  https://jira.digitalinterconnect.com/servicedesk/customer/portal/1/user/login

  NOTE: If you do not have an account, you can   click on "sign up for an account" on the portal landing page.

  Your SDI ticket number will be displayed upon creating a new ticket.

- Where possible, please provide the following details to support your problem description:
  – Amount of traffic affected as a percentage of the total volume.
  – The hub account and/or short code impacted, or MSISDN/OrderID (for any Single User Issues).
  – The output from a telnet and Traceroute (or MTR) to the destination IP (for any connectivity failures and timeouts).

Ticket updates

You can obtain an update on an open incident (or provide Sinch Digital Interconnect with an update) by logging into the ES Support Tool and checking/updating your   ticket. This is our most efficient way to provide information as the ticketing portal will capture pertinent data to the issue and allow the Service Desk to give immediate focus to your issue.

Business Critical Issues

To alert us to any SEV-1 or SEV-2 business critical issues, place a follow up with a call to the 24x7x365 Service Desk, quoting your new ticket number and verifying the impact and urgency to the business. Our regional Service Desk telephone numbers are:

Country/Region	Phone number
Singapore/APJ	+65 3157 4661
UK/EMEA	+44 203 701 9808
USA	+1 914 240 8313

NOTE: All the numbers terminate at the same support center, so you can use your regional number   at any time.

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SUPPORT TICKET RESPONSE TIMES & SEVERITIES

Sinch Digital Interconnect shall use its reasonable endeavors to inform the customer about any fault and to fix any reproducible faults within the following timeframes:

Stage / Priority	S1	S2	S3	S4
Initial Response Time	1 hour	2 hours	24 hours	48 hours
Target Restoration (work around)	2 hours	5 hours	2 days	Reasonable Time
Target Resolution	2 days	5 days	Next Release	Next Release

Initial Response Time

The target time to provide customer with a value-added response, which contains confirmation of issue reported and information on basic tests performed to confirm issue reported.

Target Restoration

The target time to find a temporary workaround to the reported issue. A temporary workaround is a solution which is functionally equivalent to a regular working Service, even if some minor problems persist.

Target Resolution

The target time to attain a fully restored service.

DEFINITION OF TICKET SEVERITIES

Severity	Description
Severity one (S1)	A *severity one (S1)* problem consists of a fault, which renders the whole or an important part of the Service unavailable. This applies to total outage of the Service or rejection of more than 20% of incoming order from customer's interface due to server failure.
Severity two (S2)	A *severity two (S2)* problem consists of a fault causing acute operational problems creating significant business impact (e.g. considerable service restriction like the rejection of less than 20% but more than 5% of incoming orders).
Severity three (S3)	A *severity three (S3)* problem consists of a fault, which causes non-acute operational problem (e.g. delays in sending the SMS to the Mobile Network Operator or unavailability of the Service Details-Extranet).
Severity four (S4)	A *severity four (S4)* problem consists of a fault causing Service Details-Extranet's information to be partially inaccurate.

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ENTERPRISE SERVICES ESCALATIONS

Entity	Escalation	Contact
Enterprise Service - Service Desk	Service Desk	**Web portal:** https://jira.digitalinterconnect.com/servicedesk/customer/portal/1/user/login **Email**: ESSupport.digitalinterconnect@sinch.com
Enterprise Service Escalation Contact	365 Escalations	**Email:** DI.365.ES.Escalations@sinch.com **HOT Line number for Existing Tickets:** US: +1 914 240 8313 EMEA: +44 203 701 9808 APJ: +65 3157 4661
Customer Success Manager – Enterprise Service	Customer Success Manager - Enterprise Service	**Bhavesh Mistry:** Email: Bhavesh.mistry@sinch.com Mobile: +44 7918 905663
Global Head - Enterprise Service	Head of Customer Success	**Mark Phillips:** Email: mark.phillips@sinch.com Mobile: +44 7769 665325

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