

SERVICE LEVEL AGREEMENT

Framework Document

This Framework Document defines the standard service levels, support procedures, and performance metrics for iONLINE services. It is incorporated by reference into the iONLINE MSA and all applicable Partner Agreements or Service Order Forms.

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Document Type: **Framework Terms & Conditions**

1. FRAMEWORK APPLICABILITY AND PURPOSE

1.1. Framework Status and Incorporation

This Service Level Agreement ("SLA") is the standard framework governing the performance and support of all iONLINE Services. It is not a standalone contract and becomes legally binding only when incorporated by reference into an executed Partner Agreement or Service Order Form ("the incorporating agreement").

1.2. Purpose and Scope

The purpose of this SLA is to define the standard service levels, support procedures, and responsibilities that apply to the Services governed by the iONLINE Master Services Agreement (MSA). This SLA applies to all iONLINE support personnel and any Contracting Party personnel responsible for service management.

1.3. Term and Governance

The terms of this SLA apply for the duration of the incorporating agreement. In the event of any conflict between this SLA and the MSA, the terms of the MSA shall prevail, except where service-level credits are concerned, in which case this SLA will take precedence.

1.4. iONLINE Responsibilities

As part of the service delivery governed by this framework, iONLINE will use commercially reasonable efforts to:

- 1.4.1. Be available to support the Contracting Party during iONLINE's hours of operation as defined herein.
- 1.4.2. Respond to all tickets logged within the stated response timeframes.

1.4.3. Resolve all tickets logged within the stated resolution timeframes based on the assigned priority.

1.4.4. Issue performance reports in the form of CSAT scores annually or as reasonably requested.

2. SERVICE DEFINITIONS

2.1. Support Operations Time Zones

2.1.1. Africa Region (iONLINE South African Op Co): Mon-Thu 08:00-17:00, Fri 08:00-16:00 SAST (UTC+2).

2.1.2. EMEA Region (iONLINE UK Op Co): Mon-Thu 07:00-18:00, Fri 07:00-16:00 GMT/BST (UTC+0/1).

2.1.3. Americas Region (iONLINE USA Op Co): Mon-Thu 07:00-18:00, Fri 07:00-16:00 CST/CDT (UTC-6/5).

2.1.4. APAC Region (iONLINE Australia Op Co): Mon-Thu 07:00-18:00, Fri 07:00-16:00 AEST/AEDT (UTC+10/11).

2.1.5. Support excludes all local public holidays for each respective region.

2.2. After-Hours Support

2.2.1. 24/7 support is available for Priority 1 and 2 incidents only.

2.2.2. Priority 3 to 5 incidents are addressed during the next business day.

2.3. Support Channels

2.3.1. Primary Support Portal (24/7): <https://support.ionlinesp.com>

2.3.2. Email: support@ionlinesp.com

2.3.3. Direct Contact Numbers (for P1/P2 Escalations Only):

2.3.3.1. Africa Region: +27 861 466 546

2.3.3.2. EMEA Region: +44 203 734 9051

2.3.3.3. Americas Region: +1 615 795 0399

2.3.3.4. APAC Region: +27 861 466 546

3. SERVICE LEVEL TARGETS

3.1. Response and Resolution Targets

Priority	Response Target	Resolution Target	Success Rate
P1 - Critical*	15 minutes	2 hours	95% Response, 90% Resolution
P2 - High	1 hour	4 hours	90% Response, 90% Resolution
P3 - Medium	3 hours	3 days	90% Response, 90% Resolution
P4 - Low	24 hours	5 days	90% Response, 90% Resolution
P5 - Request	24 hours	7 days	90% Response, 90% Resolution

3.2. Priority Level Definitions: The following priority levels are defined to categorize service incidents based on their impact and urgency:

- 3.2.1. ****P1 – Critical:**** Reserved for incidents of the highest severity that result in complete service unavailability, network-wide outages, or severe security breaches affecting multiple users or devices.
- 3.2.2. ****P2 - High:**** Covers significant service degradation or malfunction of critical functionalities which impede performance but do not cause a complete halt to operations.
- 3.2.3. ****P3 - Medium:**** Involves issues with a limited impact on service delivery, where workarounds or temporary solutions are often available.
- 3.2.4. ****P4 - Low:**** Minor service impacts or cosmetic issues that do not impair system usability or operational processes, such as UI formatting errors or non-urgent adjustments.
- 3.2.5. ****P5 - Request:**** Designated for general inquiries, non-urgent service modifications, or administrative requests that are not incidents.

3.3. Uptime Commitment:

- 3.3.1. The Provider commits to a ****99.9%**** uptime for services.
- 3.3.2. Incidents will be escalated rapidly if this uptime commitment is actively breached or at risk due to:
 - 3.3.2.1. Scheduled maintenance exceeding the allowable window or causing unplanned downtime.
 - 3.3.2.2. Service degradation resulting in failure to meet the uptime percentage.
 - 3.3.2.3. Any prolonged disruption jeopardizing critical SLAs.

3.4. “Best Effort” Service Policy for Mobile and Third-Party Networks:

- 3.4.1. ****No Absolute Guarantee:**** Due to variable conditions in mobile network environments (e.g., signal interference, geographic constraints) and reliance on third-party roaming partners, the Provider cannot guarantee absolute or uninterrupted service performance at all times.
- 3.4.2. ****Third-Party Dependencies:**** Service performance may be affected by factors outside the Provider's direct control, including capacity limitations, outages, or quality deficiencies within third-party networks.
- 3.4.3. ****Exemption from Penalties:**** The "best effort" nature of these services exempts the Provider from financial remedies for service disruptions arising from these external or uncontrollable circumstances.

3.5. Ticket Acknowledgement and Priority Assignment:

- 3.5.1. All tickets will be automatically acknowledged with a reference number. If no number is received, the Contracting Party should call to confirm receipt.
- 3.5.2. A priority level (P1 to P5) will be assigned based on the impact and severity of the issue, which determines the response and resolution targets.
- 3.5.3. Critical incidents (P1) must also be reported via telephone to ensure immediate alerting. iONLINE reserves the right to reclassify ticket priority based on its assessment.

3.6. Support Process:

- 3.6.1. Incident Logging: The Contracting Party is responsible for performing initial checks (e.g., support portal, FAQs) and gathering all required information as per Section 6 before logging an incident via the approved support channels.

3.6.2. Ticket Management:

- 3.6.2.1. iONLINE will provide an automatic acknowledgment with a reference number.
- 3.6.2.2. The ticket will be assigned a priority in accordance with the SLA.
- 3.6.2.3. An initial technical assessment will be performed.
- 3.6.2.4. Regular status updates will be provided until resolution.

3.6.3. Three-Strike Rule for Missing Information:

- 3.6.3.1. iONLINE will make three attempts on different working days to obtain required information from the Contracting Party.
- 3.6.3.2. The SLA clock will be paused while iONLINE is awaiting information.
- 3.6.3.3. A ticket may be closed if the required information is not received after the third attempt.

3.6.4. Resolution and Closure:

- 3.6.4.1. A resolution notification will be sent to the Contracting Party.
- 3.6.4.2. The ticket will be automatically closed if no response is received from the Contracting Party within five (5) working days.
- 3.6.4.3. If the issue persists after closure, a new ticket must be logged.

4. ESCALATION AND COMPLAINT HANDLING

4.1. Escalation Path: The following path defines the order for escalating unresolved issues:

- 4.1.1. Level 1: Support Team - Support@ionlinesp.com
- 4.1.2. Level 2: Technical Specialists - Specialist@ionlinesp.com
- 4.1.3. Level 3: Regional Operations Manager - opsmanager@ionlinesp.com
- 4.1.4. Level 4: Global Support Director - escalations@ionlinesp.com

4.2. Contracting Party Responsibilities in Escalation

- 4.2.1. The Contracting Party is responsible for monitoring logged incidents and initiating a formal escalation if required.
- 4.2.2. To escalate a ticket, the Contracting Party must:
 - 4.2.2.1. Provide the ticket reference number to the appropriate escalation contact.
 - 4.2.2.2. Communicate the specific reason for the escalation.
 - 4.2.2.3. Promptly supply any additional information requested.

4.3. Formal Complaint Submission:

- 4.3.1. All formal complaints must be submitted in writing to complaints@ionlinesp.com.

5. MAINTENANCE AND MAJOR INCIDENTS

5.1. Scheduled Maintenance

- 5.1.1. A minimum of two (2) business days' advance notice will be provided.
- 5.1.2. Maintenance will typically be performed outside of regional business hours unless specified otherwise.
- 5.1.3. Email notifications will be sent to designated Contracting Party contacts.
- 5.1.4. All maintenance notices will also be posted on <http://status.ionlinesp.com>.

5.2. Major Incidents

- 5.2.1. Status updates will be made available on <http://status.ionlinesp.com>.
- 5.2.2. Email notifications and regular progress updates will be sent to affected Contracting Parties.

5.3. Service Performance Review

- 5.3.1. iONLINE conducts regular internal performance reviews, including:
 - 5.3.1.1. Annual service review meetings.
 - 5.3.1.2. Quarterly performance reports.
 - 5.3.1.3. Monthly performance statistics, which are available upon reasonable request.
- 5.3.2. The content of these reviews typically includes:
 - 5.3.2.1. Analysis of service level achievement.
 - 5.3.2.2. Incident and ticket trend analysis.
 - 5.3.2.3. Recommendations for service improvements.
 - 5.3.2.4. Opportunities for process optimization.

6. REQUIRED INFORMATION FOR TICKET LOGGING

To ensure effective troubleshooting and resolution, the Contracting Party must provide the following details when logging a ticket:

6.1. Contact Details:

- 6.1.1. Full name and email of the reporting person.
- 6.1.2. Direct phone number for follow-up.

6.2. Ticket Summary:

- 6.2.1. A basic description of the issue (e.g., "SIM not connecting to the network").
- 6.2.2. The business impact or urgency level (Low, Medium, High, Critical).
- 6.2.3. Reference number of any related previous tickets.

6.3. SIM Card Details:

- 6.3.1. SIM Type (e.g., FlexiSIM, eSIM).
- 6.3.2. SIM Identifiers (ICCID or IMSI).
- 6.3.3. Configured APN and data plan details.

6.4. Device Details:

- 6.4.1. Device make, model, firmware version, and IMEI.
- 6.4.2. Type of device (e.g., sensor, tracker).
- 6.4.3. Confirmation of network settings and any recent configuration changes

6.5. Issue Details:

- 6.5.1. A detailed explanation of the problem with specific error messages.
- 6.5.2. Geographic location where the issue is occurring.
- 6.5.3. Time and date the issue was first observed.
- 6.5.4. A summary of troubleshooting steps already performed.

6.6. Supporting Attachments (if available):

- 6.6.1. Device logs (e.g., connectivity logs, signal strength).
- 6.6.2. Network ping or trace results.
- 6.6.3. Screenshots or photos of errors or device configuration.

7. SLA UPDATES AND VERSION CONTROL

7.1. Update Rights,

iONLINE reserves the right to update this SLA Framework Document to reflect changes in service delivery, technological capabilities, regulatory requirements, or industry best practices.

7.2. Notification Process

7.2.1. For material changes to this SLA, iONLINE will provide a minimum of thirty (30) days' written notice to current Contracting Parties.

7.2.2. For non-material changes, such as clarifications or typo corrections, updates may be implemented immediately, and the version history of the document will be updated.