

# Support Solution Sheet

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## Contacting Support

E-mail: [support@modicagroup.com](mailto:support@modicagroup.com)

Local Telephone & Offices: <http://www.modicagroup.com/contact/>

Systems Status Information: <https://status.modicagroup.com/>

Global Phone Number: +64 4 498 6000

Support Line: 0800 77 66 22

Escalations: Lorelena Kulatea-Viki - Head of Service Delivery

Mobile: 021844538

## How Does Support work

We offer two support options for our customers:

**Business Hours Support** – Free business hours access to our helpdesk for all customers,

OR;

**Extended Hours Support** – As an additional paid service, we offer 24 x 7 assistance from our customer support team when you quote an extended support number (EPN).

With this option, you can also choose to add for an additional fee;

1. One-Off Event Support
2. Advanced Monitoring and Analytics

## Service Descriptions

### Business Hours Support

Modica provides Business Hours\* support for all Clients between the hours of 8.30am and 5.00pm Monday to Friday (\*New Zealand Business Hours, ex NZ Public Holidays) at no additional charge. Calls or tickets may be logged outside of these times but will not be dealt with until the next working day unless you have signed up for the 24x7 Service and you have an Extended Hours Support agreement.

### 24x7 Support

Our 24X 7 Helpdesk Service provides access to support outside of normal New Zealand business hours. When you sign up to our 24X7 Service you will be given an ESP Number. You must quote this number to our Helpdesk ([by phone](#)) when requesting support outside normal business hours in order to be escalated to the out of hours support staff.

Where a call is logged and assistance given by our customer support team but the cause of the problem is found to be outside of Modica's control, we reserve the right to on-charge the hourly rate, as agreed pursuant to these 24X7 Service terms.

Note: Our Email support queue is currently only monitored within NZ business hours

### Event Support

Upon request, and by prior arrangement, Modica will provide an on call developer and/or engineer to support the mobile platform when there is a particular event that is mission critical or could generate large volumes. Whilst the Modica infrastructure is covered by our Service Uptime Policy (see below), specialised event support will be at an additional fee as outlined in these Service terms.

**Logging a Call** - All normal support calls should adhere to the process outlined below. During the "event window" – ie the period for which specialised cover has been arranged, our first line support team will forward all calls to the on call developer.

## Monitoring Services

Our monitoring services cover the two functional areas of

1. Modica Platform/Infrastructure
2. Customer Gateway API services (upon request/custom configuration)

### Modica Platform/Infrastructure

Separate to specific customer connections and services, Modica monitors and alerts on the performance of its own infrastructure. This is things like;

- Carrier Connections
- VPN Connections
- Hosting Infrastructure
- Hosted environment metrics such as disk, CPU etc

### **Note**

This setup is internal to Modica and completely separate to any customer monitoring or alerting. Customer Specific services must be setup on a case by case basis

## **Modica Monitoring Parameters**

For each test there are a number of configurable parameters:

### **Test Interval**

This is configurable in minutes to a maximum frequency of a test every two minutes.

### **Threshold**

The Client can define three levels of threshold:

- Warning
- Critical
- Recovery

Each threshold can be configured as to the criteria which determine when that threshold is reached and the action to be taken at that threshold.

### **Threshold Action**

When a threshold is reached the Client can choose to be notified either by email, by SMS text message or both. The action can be configured to be dependent on the time of day and the content of the message to be sent.

## **Call Logging Procedure**

### **Client Responsibilities**

- The Client is responsible for reporting any observed fault or problems with their service to Modica promptly.
- The Client agrees to provide Modica with sufficient details of each fault logged to enable Modica to reproduce, simulate or otherwise clearly identify the fault being logged.
- The Client undertakes to be available via the supplied contact method at the specified feedback times for the duration of the fault.
- The Client also accepts that a reasonable callout charge may be invoiced by Modica to the Client's organisation in the event that the cause of the fault was outside of Modica's responsibility.

### **How to log a call**

You can log a ticket by emailing: [support@modicagroup.com](mailto:support@modicagroup.com) or, by calling our helpdesk:

- New Zealand: 0800 77 66 22
- Australia: 1-800 251 577
- International: 64 4 498 6000
- US: [1-800-592-3421](tel:1-800-592-3421)

Calls can be logged 24 hours a day, 7 days a week. However, if you have not signed up for the 24X7 Support and require urgent out of hours assistance, please call the helpdesk, and request Urgent assistance, we reserve the right to charge per hour (or part thereof).[\[SW1\]](#)

### **Who Can Log a Call**

Calls may only be logged by anyone as long as they understand the type of support agreement a company has and has authority to accept charges that may occur if you do not have an Extended 24/7 Support agreement.

### **Information Required**

When logging a call by any of the above means please provide the following information:

- Company Name
- EPN Number
- Name of Authorised Person
- Description of the fault being logged
- Priority of the call (see Section 5)
- Method by which Modica should contact the client (email & mobile ideally)
- Example mobile numbers that are experiencing the issue being raised
- Date/Time and timezone of when the issue occurred

### **Acceptance of the Call**

Modica will acknowledge acceptance of the call by the issuing of a Ticket ID. Acceptance will occur within 30 minutes during normal business hours (8.30am to 5.00pm Monday to Friday) and within one hour outside of these times.

## Call Categorisation

When a call is logged with the SLA Support Desk, a category will be assigned to the call based on the impact that the fault is having on the client's service level. This categorisation is done by the SLA Support Desk based on the information supplied by the client at the time the call is logged. The client will be informed of the call category at the time that the call is accepted.

The following criteria will be used to determine the category of the call:

Category	Criteria
Critical	A system, device or application is completely unusable. There is a significant impact to the client's business. Example: You're not able to send or receive messages across your service at all
Normal	All calls which impact the client's business but which are not critical. Example: You're able to send and receive messages but a product feature is not working
Minor	All calls which do not affect the client's business. Example: I need information and I can't find it via the dashboard.

## Fault Resolution & Escalation Procedure

The following table shows the procedure which is followed once a call has been logged and accepted:

<b>Initial Investigation</b>	Once a call has been logged and accepted by Modica, it will be passed to the Modica Technical Services team who will investigate the fault and, if possible, rectify it.
<b>Initial Feedback</b>	The Technical Services Team will contact the Client and advise of the status of the fault. If the fault has not been fixed at this time, an Estimated Time to Fix (ETF) will be given and an outline will be given of the steps being taken to fix the fault.
<b>Secondary Feedback</b>	The Technical Services Team will once again contact the Client and advise of the status of the fault. If the fault has not been fixed at this time, the Estimated Time to Fix (ETF) will be confirmed or revised. Additionally the Client's Account Manager will be notified of the call.
<b>Subsequent Feedback</b>	The Technical Services Team will once again contact the Client and advise of the status of the fault. If the fault has not been fixed at this time, the Estimated Time to Fix (ETF) will be confirmed or revised. Additionally Modica's Operations Manager will be notified of the call.
<b>Call Tracking</b>	The status of a call can be tracked by calling 0800 663 778.
<b>Call Closure</b>	At the point when the fault is fixed, the Technical Services Team will notify the Client. The call log will be updated to include details of the steps taken to resolve the fault and the call's status will be changed to 'Resolved'.
<b>Escalation</b>	The above procedure represents the normal course of events. Should these procedures or timelines fail to be adhered to by Modica, the Client should call the Modica Support Desk and request escalation of the issue to the Head of Service Delivery or COO.

### Fault Escalation Timelines

The following table shows the timelines for feedback to the Client and escalation within Modica:

Call Category	Critical	Normal	Minor

Initial Investigation	Starts within 15 minutes of call acceptance.	Starts within 30 minutes of call acceptance.	Starts within four hours of call acceptance.
Initial Feedback	30 minutes from Call Acceptance. Client's Account Manager notified	Two hours from Call Acceptance. Client's Account Manager notified	One day from Call Acceptance.
Secondary Feedback	One hour from Call Acceptance. Operations Manager notified	Four hours from Call Acceptance. Operations Manager notified	Two days from Call Acceptance. Client's Account Manager notified
Subsequent Feedback	Every two hours from Secondary Feedback until fault is resolved. COO notified.	Every four hours from Secondary Feedback until fault is resolved. COO notified.	Every two days from Secondary Feedback until fault is resolved. Operations Manager notified

## Service Uptime Policy

**Modica's ("our") Service Uptime Policy** provides you with a targeted minimum service uptime of 99.9% (45 minutes downtime in any month) based on a rolling 31 day measurement interval and excluding periods of Scheduled Downtime.

**Scheduled Downtime** is occasionally necessary to allow us to carry out work on the hosting infrastructure for such reasons as:

- Preventative maintenance
- Application of security patches
- Addition of capacity

Scheduled Downtime will normally be scheduled for periods of least impact to Clients and we will notify you of the planned downtime not less than 48 hours before the scheduled downtime is due to begin.

### Limitations:

**Events outside our control** are not covered by this Service Uptime Policy. Such events include, but are not limited to:

- Failure of our upstream providers' networks;
- Failure of DNS not on our nameservers or outside of the control of our staff;
- Failure of user-authored or modified
- Force Majeure.