

SERVICE AND SUPPORT OVERVIEW



mBlox Support Features

	STANDARD	24/7
Problem Reporting	Phone (limited) Email Self Service Portal	Phone Email Self Service Portal
Helpdesk		Live error reporting
Problem Resolution	Target resolution time	Agreed Service Levels Follow the Sun critical error resolution
Operator Service Monitoring	Service Monitoring	24 Hour Service Monitoring
Operator Service Alerting	Email Alerting	Email Alerting

mBlox Service and Support

Operating the world's largest mobile transaction network spanning 500 operators in over 180 countries is a 24-hour business. We pride ourselves on our network reliability and availability, which is monitored round the clock. This is why we've built a carrier-class support service with sophisticated tracking and communications systems, well defined processes and procedures, managed by a highly trained and skilled support engineering team. This is to ensure your company experiences minimal downtime—if any at all. mBlox clients can choose from two levels of industry-leading support: Standard and 24/7.

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Standard Support

mBlox Standard Support is offered free of charge to all clients. Standard Support provides clients with access to the highly rated technical support team during normal office hours via self-service portal or phone. Issues unresolved at close of business are then re-addressed the following business day.

24/7 Support

Mobile messaging can be an around-the-clock business and for those companies that require service nights and weekends, mBlox offers an upgrade option to 24/7 Support for high severity issues, extending full service to 24 hours per day, seven days per week, 365 days per year. With this valuable service, a highly skilled team supports your systems with priority and without interruption. 24/7 Support offers the following industry-leading features above and beyond our Standard Support:

Special 24/7 phone number

A 24-hour phone number provides live error reporting, allowing you to submit a ticket and talk with a network engineer after hours, weekends, in the case of a high severity issue occurring outside of regular working hours.

Priority queue

As a 24/7 Support client, your ticket receives priority over Standard Support issues in queue.

Engineers on hand

Tier-two engineers, typically UNIX / Linux trained staff, are on hand to take your call 24/7. Our engineers are cross-trained to handle any network issue worldwide, and will continue working your issue until it is resolved.

Global problem resolution

With engineering staff in three separate NOCs, our follow-the-sun operations ensure critical problems receive constant attention until resolved through well-defined hand-off procedures.

For further information about mBlox Technical Support, please contact your nearest sales office.

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