

# Departmental SLA and Escalation Matrix for Partners

## DOCUMENT VERSION CONTROL

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## INTRODUCTION

The intention of this document is to provide partners with SLA's and an Escalation Matrix for each stage of the product lifecycle, including Sales, Service Delivery and Support.

## NOTES REGARDING ESCALATIONS

1. Requests to Cloud Plus should be made via the email or telephone contacts listed in this document. Routine matters should be raised via email; however, it is recommended that urgent matters are raised by phone with an accompanying email containing all relevant details.
2. When raising an escalation request, please provide as much information as possible at the time, explaining the reason for escalation as well as the severity and impact on your work processes.
3. Cloud Plus business hours are 08:30 to 17:30 AEST/AEDT, Monday to Friday, excluding Australian national public holidays.
4. The Cloud Plus NOC (Network Operations Centre) is manned 08:00 to 18:00 AEST/AEDT, Monday to Friday, excluding Australian national public holidays.
5. After-hours technical support is available outside these times to ensure that clients have access to support on a 24x7x365 basis, however please note that routine matters should either be raised via email (at any time) or by phone within regular business hours.
6. After-hours technical support calls relating to an issue found not to be the fault of Cloud Plus may result in after-hours callout fees being charged.

## SALES

### Quote Turnaround Targets

Requests for quotes are turned around as quickly as possible. Some quotes are more complex and thus require more time due to factors such as upstream carrier or scoping and design requirements. The following table provides quote turnaround targets by service type / category:

Service Type / Category	Quote Turnaround Target
Data – Simple WAN (1-3 sites)	24 – 48 Business Hours
Data – Complex WAN (4+ sites)	24 – 72 Business Hours
Managed Security	24 – 48 Business Hours
Hosting	24 – 48 Business Hours
Backup & DR	24 – 72 Business Hours
Voice	24 – 48 Business Hours
Hardware	24 – 48 Business Hours

### Notes Regarding Quotations

1. If a quote is required more quickly than the turnaround times outlined above please clearly state the required turnaround time and reasoning in the email and the Channel Account Executive will attempt to meet the proposed deadline if possible.
2. While every effort will be made to ensure that emails are responded to as quickly as possible, day to day activities such as partner meetings, workshops and conferences may prevent a rapid response. If a quote request is urgent it is recommended that the partner contacts the Channel Account Executive by phone and SMS.

### Sales Escalation Matrix

Classification	Scenario	Contact Details
<b>First Contact</b>	General enquiries, and quote requests.	Mark Davies State Sales Manager, VIC P: +61386099306 M: +61458003754 E: <a href="mailto:mark.davies@cloudplus.com">mark.davies@cloudplus.com</a>
<b>Escalation Level 1</b>	Level 1 escalation if the State Sales Manager, VIC cannot be reached or the matter remains unresolved for one business day after contacting the State Sales Manager, VIC.	Mark Spencer Channel Director P: +61731068036 E: <a href="mailto:mark.spencer@cloudplus.com">mark.spencer@cloudplus.com</a>
<b>Final Escalation</b>	Final level of escalation if the Channel Director cannot be reached or the matter remains unresolved for one business day after contacting the Channel Director.	Jules Rumsey Chief Executive Officer P: +61737331691 M: +420777517744 E: <a href="mailto:jules.Rumsey@cloudplus.com">jules.Rumsey@cloudplus.com</a>

## SERVICE DELIVERY

### Standard Lead Times

While Cloud Plus makes every effort to deliver services in a timely manner, standard lead times are not guaranteed and are reliant on all required information being provided to Cloud Plus accurately and in a timely fashion. The following table provides standard lead times by service type / category:

Service Type / Category	Standard Lead Times
Ethernet (Copper) via Telstra	30 Business Days
Ethernet (Copper) via AAPT	30 Business Days
Ethernet (Fibre) via Telstra	60 Business Days
Ethernet (Fibre) via AAPT	45 Business Days
Ethernet (Fibre) via Vocus	30 Business Days
Ethernet (Wireless)	30 Business Days
ADSL2+	20 Business Days
NBN TC4	20 Business Days
NBN TC2 - TW	60 Business Days
NBN TC2 - AAPT	45 Business Days
Managed Firewall	20 Business Days from receipt of completed DCF
Virtual Hosting	10 Business Days from receipt of completed DCF
Managed UCC – Enterprise / Professional / Lite	20 Business Days from receipt of completed DCF
Managed CC – Enterprise / Professional / Lite	20 Business Days from receipt of completed DCF
IP Voice (SIP Trunk)	10 Business Days
Number Porting	(Depends on Losing Carrier acceptance of port request)

### Notes Regarding Standard Lead Times

1. The Standard Lead Times are indicative only.
2. The Standard Lead Times are from when the Carrier accept the client's order to when the service is handed over to Cloud Plus.
3. Cloud Plus will only be able to provide updates as order status changes or confirmed installation dates have been assigned by the Carrier.
4. Cloud Plus will notify the Partner / Client of installation dates and key milestones throughout the Delivery process. Cloud Plus does not guarantee that all the dates will be met and if an extension is required, Cloud Plus will notify the Partner / Client immediately.
5. Managed Firewall, Hosting and Customer Premise Equipment (CPE) Device Configuration cannot proceed without a completed Data Capture Form (DCF). Lead times will be calculated from the date that the completed Data Capture Form is received.

6. Cloud Plus will notify the Partner / Client of any delays or challenges that will prevent delivery within the Standard Lead Times.
7. Partner needs to provide suitable site contact details for each order. Site contact availability may affect the delivering timing, particularly if a site visit is missed as a result.

## Service Delivery Escalation Matrix

Classification	Scenario	Contact Details
<b>First Contact</b>	General enquiries, and urgent requests	Service Delivery Team P: +611300256830, option 2 E: <a href="mailto:service.delivery@cloudplus.com">service.delivery@cloudplus.com</a>
<b>Escalation Level 1</b>	Level 1 escalation if the Service Delivery Team cannot be reached or the matter remains unresolved for one business day after contacting the Service Delivery Team.	Jennifer Osida Service Delivery Team Leader P: +6173106 8019 E: <a href="mailto:jennifer.osida@cloudplus.com">jennifer.osida@cloudplus.com</a>
<b>Escalation Level 2</b>	Level 2 escalation if the Service Delivery Team Leader cannot be reached or the matter remains unresolved for one business day after contacting the Service Delivery Team Leader.	Mark Spencer Channel Director P: +61731068036 E: <a href="mailto:mark.spencer@cloudplus.com">mark.spencer@cloudplus.com</a>
<b>Final Escalation</b>	Final level of escalation if the Channel Director cannot be reached or the matter remains unresolved for one business day after contacting the Channel Director.	Jules Rumsey Chief Executive Officer P: +61737331691 M: +420777517744 E: <a href="mailto:jules.Rumsey@cloudplus.com">jules.Rumsey@cloudplus.com</a>

## SUPPORT

### Target Response Times

Support requests are actioned as quickly as possible, however there are times (e.g. where multiple client affecting outages occur) when it may take longer than usual to respond to requests from Partners / Clients. The following table provides target response times:

Operating Hours/Mode of Contact	Target Response Time
Standard Support Hours/via Phone	15 Minutes
After Hours/via Phone	60 Minutes
Standard Support Hours/via Email	Next Business Day
After Hours/via Email	Next Business Day

### Support Escalation Matrix

#### CRITICAL ISSUES

Classified as those impacting multiple Clients/Partners and as described in the applicable Cloud Plus Product Service Level Agreement (SLA).

Classification	Scenario	Contact Details
<b>First Contact</b>	General support enquiries, and urgent requests.	Network Operations Team P: 1300 256 830 E: <a href="mailto:tech.support@cloudplus.com">tech.support@cloudplus.com</a>
<b>Escalation Level 1</b>	Level 1 escalation if Network Operations Team cannot be reached or the matter remains unresolved for one business day after contacting the Network Operations Team.	Kerwin Anyayahan Network Operations Team Leader P: +61731068023 M: +639992202423 E: <a href="mailto:kerwin.anyayahan@cloudplus.com">kerwin.anyayahan@cloudplus.com</a>
<b>Escalation Level 2</b>	Level 2 escalation if Network Operations Team Leader cannot be reached or matter remains unresolved for one business day after contacting the Network Operations Team Leader.	Mark Davies State Sales Manager, VIC P: +61386099306 M: +61458003754 E: <a href="mailto:mark.davies@cloudplus.com">mark.davies@cloudplus.com</a>
<b>Escalation Level 3</b>	Level 3 escalation if the State Sales Manager, VIC cannot be reached or the matter remains unresolved for one business day after contacting State Sales Manager, VIC.	Mark Spencer Channel Director P: +61731068036 E: <a href="mailto:mark.spencer@cloudplus.com">mark.spencer@cloudplus.com</a>
<b>Final Escalation</b>	Final level of escalation if the Channel Director cannot be reached or the matter remains unresolved for one business day after contacting the Channel Director.	Jules Rumsey Chief Executive Officer P: +61737331691 M: +420777517744 E: <a href="mailto:jules.Rumsey@cloudplus.com">jules.Rumsey@cloudplus.com</a>

## MAJOR/MINOR ISSUES

Classified as per the description in the applicable Cloud Plus Product Service Level Agreement (SLA).

Classification	Scenario	Contact Details
<b>First Contact</b>	General support enquiries, and urgent requests.	Network Operations Team P: 1300256830 E: <a href="mailto:tech.support@cloudplus.com">tech.support@cloudplus.com</a>
<b>Escalation Level 1</b>	Level 1 escalation if Technical Support Team cannot be reached or the matter remains unresolved for one business day after contacting the Network Operations Team.	Kerwin Anyayahan Network Operations Team Leader P: +61731068023 M: +639992202423 E: <a href="mailto:kerwin.anyayahan@cloudplus.com">kerwin.anyayahan@cloudplus.com</a>
<b>Escalation Level 2</b>	Level 2 escalation if Network Operations Team Leader cannot be reached or matter remains unresolved for one business day after contacting the Network Operations Team Leader.  Please contact product specific escalation nominee as per the adjoining contact list.	<b>Data and Security</b> Steve Jones Network Engineering Manager P: +61283223402 M: +61403710981 E: <a href="mailto:steve.jones@cloudplus.com">steve.jones@cloudplus.com</a>
		<b>Hosting, Backup &amp; DR</b> Shane Jameson Systems Engineering Team Leader P: +61737331697 M: +61414386575 E: <a href="mailto:shane.jameson@cloudplus.com">shane.jameson@cloudplus.com</a>
		<b>Voice</b> Pavel Luska Voice Engineering Team Leader P: +61731068024 M: +42070267006 E: <a href="mailto:pavel.luska@cloudplus.com">pavel.luska@cloudplus.com</a>
<b>Escalation Level 3</b>	Level 3 escalation if the respective Engineering Manager / Team Leader cannot be reached or the matter remains unresolved for one business day after contacting Engineering.	Mark Spencer Channel Director P: +61731068036 E: <a href="mailto:mark.spencer@cloudplus.com">mark.spencer@cloudplus.com</a>
<b>Final Escalation</b>	Final level of escalation if the Channel Director cannot be reached or the matter remains unresolved for one business day after contacting the Channel Director.	Jules Rumsey Chief Executive Officer P: +61737331691 M: +420777517744 E: <a href="mailto:jules.Rumsey@cloudplus.com">jules.Rumsey@cloudplus.com</a>



## BPO

### Quote Turnaround Targets

Requests for quotes are turned around as quickly as possible. Some quotes are more complex and can require more time due specific skill, competency, and work experience related requirements. The following table provides quote turnaround target for BPO services:

Service Type / Category	Quote Turnaround Target
BPO Services	48 - 72 Business Hours

### Notes Regarding Quotations

1. If a quote is required more quickly than the turnaround times outlined above please clearly state the required turnaround time and reasoning in the email and the Channel Account Executive will attempt to meet the proposed deadline if possible.
2. While every effort will be made to ensure that emails are responded to as quickly as possible, day to day activities such as partner meetings, workshops and conferences may prevent a rapid response. If a quote request is urgent it is recommended that the partner contacts the Channel Account Executive by phone and SMS.

### Sales Escalation Matrix

Classification	Scenario	Contact Details
<b>First Contact</b>	General enquiries, and quote requests.	Mark Davies State Sales Manager, VIC P: +61386099306 M: +61458003754 E: <a href="mailto:mark.davies@cloudplus.com">mark.davies@cloudplus.com</a>
<b>Escalation Level 1</b>	Level 1 escalation if the State Sales Manager, VIC cannot be reached or the matter remains unresolved for one business day after contacting State Sales Manager, VIC.	Mark Spencer Channel Director P: +61731068036 E: <a href="mailto:mark.spencer@cloudplus.com">mark.spencer@cloudplus.com</a>
<b>Final Escalation</b>	Final level of escalation if the Channel Director cannot be reached or the matter remains unresolved for one business day after contacting the Channel Director.	Jules Rumsey Chief Executive Officer P: +61737331691 M: +420777517744 E: <a href="mailto:jules.Rumsey@cloudplus.com">jules.Rumsey@cloudplus.com</a>

## Support - Target Response Times

Support requests are actioned as quickly as possible, however there are times when it may take longer than usual to respond to requests from Partners / Clients. The following table provides target response times:

Operating Hours/Mode of Contact	Target Response Time
Standard Support Hours/via Phone	15 Minutes
After Hours/via Phone	60 Minutes
Standard Support Hours/via Email	Next Business Day
After Hours/via Email	Next Business Day

## Support Escalation Matrix

Classification	Scenario	Contact Details
<b>First Contact</b>	General support enquiries, and urgent requests.	Deniece Luarca Human Resources Specialist P: +61731068009 M: +639453475755 E: <a href="mailto:deniece.luarca@cloudplus.com">deniece.luarca@cloudplus.com</a>
<b>Escalation Level 1</b>	Level 1 escalation if the Human Resources Specialist cannot be reached or the matter remains unresolved for one business day after contacting Human Resources Specialist.	Mark Spencer Channel Director P: +61731068036 E: <a href="mailto:mark.spencer@cloudplus.com">mark.spencer@cloudplus.com</a>
<b>Final Escalation</b>	Final level of escalation if the Channel Director cannot be reached or the matter remains unresolved for one business day after contacting the Channel Director.	Jules Rumsey Chief Executive Officer P: +61737331691 M: +420777517744 E: <a href="mailto:jules.Rumsey@cloudplus.com">jules.Rumsey@cloudplus.com</a>