

MDAS-WiFi RESPONSE & RESOLUTION TIMES

Mdaswifi Support Response and Resolution Time SLA (the “Support Terms”) describes our current support policies for the Services (including VoIP and Hosting, as the case may be). Mdaswifi may modify these Support Terms at any time in its sole discretion, by posting a revised version at <https://Mdaswifi.co.za/resolution-times-escalation-matrix>.

Subject to Customer’s payment of the applicable Subscription Fees and Customer’s compliance with the Agreement, Mdaswifi will provide the following Support Services with respect to the priorities:

1. Support Commitment

1.1 Definitions

“Priority 1” (“P1”) – A P1 is a service Incident within the Service that severely impacts the Customer’s Internet, VoIP or Hosting Service, causing it to cease from operating, or because of which Customer’s Internet, VoIP or Hosting Service is completely down or not functioning, or that results in a loss of production data and no work around exists.

“Priority 2” (“P2”)– A P2 is a major Incident within the Service where the Customer’s Internet, VoIP or Hosting Service is active but in a reduced capacity, or the Incident is causing significant impact to portions of the Customer’s business operations and productivity, or the service or equipment is exposed to potential loss or interruption of service.

“Priority 3” (“P3”) – A P3 is a medium-to-low impact Incident that affects certain partial and/or non-critical functions of a Customer’s Internet, VoIP, or Hosting Service, or that impairs some operations but allows Customer’s operations to continue to function. Incidents for which there is limited or no loss or functionality or impact to Customer’s operation and for which there is an easy workaround qualify as P3.

“Priority 4” (“P4”) – A P4 is a general usage question or issue that may be minor or cosmetic in nature or documentation related and may include issues Mdaswifi deems to be improvement requests, but the Service works without interruption.

1.2 Customer Obligations.

Customer shall provide commercially reasonable cooperation and full information to Mdaswifi with respect to the furnishing of Support Services with all information requested during troubleshooting. Where applicable, customers shall designate one or more support contacts that are authorized to engage Support Services.

1.3 Mdaswifi Obligations.

Mdaswifi will use commercially reasonable efforts to respond to Incidents as set forth below in the INCIDENT PRIORITIES AND INITIAL RESPONSE TIMES table to the extent such Incidents are not the result of Excluded Services, all as reasonably determined by Mdaswifi:

INCIDENT PRIORITIES & INITIAL RESPONSE TIMES

Incident Priority	Support Availability	Initial Response Time	Resolution Time
Priority 1	15 hrs X 7 Days A Week (7 AM to 10 PM)	30 Mins	Within 2 Hours
Priority 2	15 hrs X 7 Days A Week (7 AM to 10 PM)	1 Hour	Within 8 Hours
Priority 3	During Working Hours	4 Hours	Within 24-48 Hours
Priority 4	During Working Hours	8 Hours	Within 24-72 Hours

Notes

1. Our Call/WhatsApp Support Line **087 232 5444** is the primary centralized medium which we track and maintain our support tickets. Issues reported or requests opened using any other medium will take longer to be processed.
2. Direct phone calls to staff members' personal contact numbers or any other number besides our dedicated support lines, are NOT covered under our SLA's. These mediums may be used temporarily on a case-to-case project basis for better understanding, communication and initial on-boarding but cannot replace our support line **087 232 5444**.
3. The technical team is NOT 24x7 available on these mediums and we strongly advise you to follow the escalation matrix to ensure timely responses and resolutions.
4. The client must be able to verify their account. Support will not discuss account details until verification is obtained. Verification can be completed by referencing an open ticket number or by correctly answering a few questions about your account and/or providing the account code.

For urgent or critical matters, please follow our escalation Matrix:

1. **Level 1:** Call/WhatsApp 27 87 232 5444 or Email at support@Mdaswifi.com or use support portal <https://clientportal-mdaswifi.co.za/portal/tickets>
2. **Level 2:** Call Support Line +27 87 232 5444. Choose Option 2.
3. **Level 3:** Call Support Line +27 87 232 5444. Choose Option 4 (to be routed to Senior Engineer and/or Product Manager)
4. **Level 4:** Call Support Line +27 87 232 5444. Choose Option 5 (to be routed to Managing Director)

Escalation Matrix

Level	P4 tickets	P3 tickets	P2 tickets	P1 tickets
Level 1	<ol style="list-style-type: none"> 1. Call/WhatsApp 087 232 5444. 2. Open a ticket at https://clientportal-mdaswifi.co.za/portal/tickets or 3. Email support@Mdaswifi.co.za with a description of the issue. 	<ol style="list-style-type: none"> 1. Call/WhatsApp 087 232 5444. 2. Open a ticket at https://clientportal-mdaswifi.co.za/portal/tickets or 3. Email support@Mdaswifi.co.za with a description of the issue. 	<ol style="list-style-type: none"> 1. Call/WhatsApp 087 232 5444. 2. Open a ticket at https://clientportal-mdaswifi.co.za/portal/tickets or 3. Email support@Mdaswifi.co.za with a description of the issue. 	<ol style="list-style-type: none"> 1. Call/WhatsApp 087 232 5444. 2. Open a ticket at https://clientportal-mdaswifi.co.za/portal/tickets or 3. Email support@Mdaswifi.co.za with a description of the issue.
	> 24 Hours	> 8 Hours	> 4 Hours	> 2 Hours
Level 2	<ol style="list-style-type: none"> 1. Call 087 232 5444. Choose option 2. 2. Email: NOC@mdaswifi.co.za 	<ol style="list-style-type: none"> 1. Call 087 232 5444. Choose option 2. 2. Email: NOC@mdaswifi.co.za 	<ol style="list-style-type: none"> 1. Call 087 232 5444. Choose option 2. 2. Email: NOC@mdaswifi.co.za 	<ol style="list-style-type: none"> 1. Call 087 232 5444. Choose option 2. 2. Email: NOC@mdaswifi.co.za
	> 48 Hours	> 24 Hours	> 8 Hours	> 4 Hours

Level	P4 tickets	P3 tickets	P2 tickets	P1 tickets
Level 3	Call Support Line +27 87 232 5444. Choose Option 4 (to be routed to Business Manager and/or Senior Engineer)	Call Support Line +27 87 232 5444. Choose Option 4 (to be routed to Business Manager and/or Senior Engineer)	Call Support Line +27 87 232 5444. Choose Option 4 (to be routed to Business Manager and/or Senior Engineer)	Call Support Line +27 87 232 5444. Choose Option 4 (to be routed to Business Manager and/or Senior Engineer)
	> 72 Hours	> 48 Hours	> 24 Hours	> 8 Hours
Level 4	Call Support Line +27 87 232 5444. Choose Option 5 (To be routed to Managing Director)	Call Support Line +27 87 232 5444. Choose Option 5 (To be routed to Managing Director)	Call Support Line +27 87 232 5444. Choose Option 5 (To be routed to Managing Director)	Call Support Line +27 87 232 5444. Choose Option 5 (To be routed to Managing Director)
	> 1 Week	> 72 Hours	> 48 Hours	> 24 Hours

INCIDENT SEVERITIES & OPERATING PROCEDURES

S1

S2

S3

S4

P1

Code Red (Critical)

Code Blue (Critical)

Urgent

Important

P2

Code Blue (Critical)

Urgent

Important

Normal

P3

Urgent

Important

Normal

Normal

P4

Important

Normal

Normal

Normal

Code Red (Critical)

Loss of signal at main Data Center including international traffic route. Backhaul Fiber/Microwave link loss.

Code Blue (Critical)

Point-of-Presence or Node defective. Loss of a Tower(s) or Sector(s) (or potential for tower or sector down-time).

Urgent

Significant compromise on network connectivity quality.

Important

Some reputation impact, some subscribers' dissatisfaction.

Normal

Negligible business impact, negligible customer coercion, standard operating procedures.

Protocol To Follow During Different Severity Situations: (*****All bulk messaging to be reviewed by management before distribution**)

CODE RED

1. Inform MD, Senior Engineer.
2. Await confirmation of severity (CODE RED).
3. Bulk Message all clients.
4. Update auto-greeting on support line.
5. Update across all social media platforms.

CODE BLUE

1. Inform MD, Senior Engineer.
2. Await confirmation of Severity (CODE BLUE).
3. Bulk Message affected clients.
4. Update auto-greeting on support line.
5. Update across all social media platforms.

URGENT

1. Inform Senior Engineer.
2. Bulk Message all/affected clients.
3. Update auto-greeting on support line.
4. Update across all social media platforms.

IMPORTANT

1. Standard Operating Procedures followed. Inform management if no obvious course of action is available or case is of a rare nature.