Fault Reporting & Escalation Procedure

This document is intended to be used as a guide to the EGate fault reporting and escalation procedures and target response and resolution times. EGate reserves to change this document at any time without notice. If any further information or explanation is required, kindly contact the Helpdesk by sending an email to support@egate.co.za or calling 053 723 2064.

Deffinition of terms

Customer: The end-user using the service or the EGate reseller/wholesaler offering the EGate service to the end-user.

Trouble Ticket: A Support Call logged by the Customer, EGate staf or EGate automated monitoring system and may be a fault which is being reported or a request for a change in the service being offered.

Helpdesk Hours: The EGate WhatsApp PC Helpdesk system is operated from 4pm until 10pm, 7 days a week and 365 days a year.

Onsite Hours: The EGate onsite field teams operate from 8:00am until 16h00pm, weekdays, excluding public holidays .

Three (3) levels of escalations are deffined below and these levels are managed internally by the EGate technical team. To escalate an incident after expiration of the agreed time-line, a Customer may report the incident or fault to the Helpdesk Service Manager. If the response received from the Helpdesk Service Manager is not satisfactory then the Technical Operations Manager may be contacted via phone or email.

Di erent Helpdesk Hours and Onsite Hours are de ned for response times and resolutions.

Fault Severity De nitions

The severity of a Trouble Ticket indicates the impact of the logged Trouble Ticket on the Customer's daily operations. The severity is determined by the Customer at the time the Trouble Ticket is logged. Response and resolutions times vary according to the severity associated with the Trouble Ticket. The following classi cations apply to Trouble Tickets:

Severity	Deffinition
1	Critical outage. Production service is down with critical impact the Customer's operational processes.
2	Fault or outage causing degradation of performance such that the Customer's normal operational processes are retarded or hampered.
3	Change request or fault with minimal or no impact on the Customer's operational processes.

Fault Reporting and Escalation contact details

All faults related to EGate services should be reported immediately to the EGate Helpdesk by logging a trouble ticket at the relevant severity level. Upon evaluation of the reported Trouble Ticket, or throughout the course of responding to the logged

Trouble Ticket, EGate may reclassify the severity based upon this evaluation. All fault reports should be made directly to EGate's Helpdesk through the following methods ONLY.

Fault Reporting / Log new Trouble Ticket

- WhatsApp: 076 394 4866
- Email: support@egate.co.za
- Phone: 053 723 2064 (Only during office hours)

NOTE: EGate WILL MAKE ITS BEST EFFORT BUT CANNOT ASSURE PROMPT RESPONSE TIMES FOR FAULTS REPORTED BY MEANS OTHER THAN THESE STATED.

When contacting the EGate Helpdesk, the Customer is requested to provide the following information to ensure efficient and proper handling of the trouble ticket:

- Account holder Name and Surname.
- Name, Company Name, Email address and Contact telephone number(s)
- Full description of the problem, including all supporting information available (e.g. screenshots).

Check resolution progress on existing Trouble Ticket

- WhatsApp: 076 394 4866
- Email: support@egate.co.za
- Phone: 053 723 2064 (Only during office hours)