ESCALATION MATRIX

Tier	Contact	Email	Phone
Level 1	Technical Support	support@myflypx.com	
Level 2	Kyle Warnsley	kyle@myflypx.com	+1 (212)257-1225
Level 3	Hrydyesh Garg	h@myflypx.com	+1 (214)507-3340

TECHNICAL SUPPORT ESCALATION MATRIX

SLA for operations & product					Escalation Matrix		
Priority Level	Response/ Call back	Remedy	Resolution		Alert – Level 1	Escalation – Level 2	Escalation – Level 3
Severity 1	<30 min	<4 hours	<24 hours		After 4 Business Hours	After 6 Business Hours	After 8 Business Hours
Severity 2	<1 hour	<8 hours	2 Business Days		After 8 Business hours	After 12 Business hours	After 1 Business Day
Severity 3	<4 hours	2 Business Days	7 Business Days		After 1 Business Day	After 2 Business Days	After 4 Business Days
Severity 4	<2 Business Days	4 Business Days	10 Business Days		After 4 Business Days	After 6 Business Days	After 10 Business Days

Notes
Severity 1 (Critical): Complete service breakdown or inoperable. (1) No Voice or SMS available for all customers or (2) No voice or SMS service for a major part of existing customers (60% or more) (3) VPN and Backup VPN for SMS service down (4) SIP Trunk connection down between Telefonica and Flyp.

Severity 2 (Major): Major component(s) impacted or inoperable. (1) App missing or unable to download from IOS and Android app stores. (2) New customers unable to purchase Flyp service in Mexico or US.

Severity 3 (Minor): Minor component(s) impacted or inoperable. (1) Reports Generation Failure (2) Unable to update in the app stores Apple and Google play for new releases (3) Translation issues within the App

Severity 4 (Queries): Not system affecting, General Questions & Queries, Certain customers unable to send/receive Calls or SMS

TECHNICAL REQUESTS:

All technical requests or "events" need to be raised with FlypX (depending on the severity), through the following channels:

1. e-mail
2. chat

TECHNICAL SUPPORT RESPONSIBILITIES:

1. Provide a reference ticket number for each reported event
2. Process and handle each ticket as per the SLA table
3. Troubleshoot for the reported event
4. Communicate event remedy/resolution
5. Prepare a summary of the reported event

EVENTS TROUBLESHOOTING PROCESS:

1. Initial event assessment
    a. When the ticket is opened via e-mail, the Technical Support will communicate directly via ticket updates.
2. SLAs for the reported operational event
    a. Provide initial feedback (SLA)
    b. Provide Remedy solution (SLA)
    c. Provide final Resolution (SLA)
3. Escalation
    a. All events will be tracked following the SLA guidelines defined by Flyp
4. Close reference ticket
    a. e-mail
    b. Report