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### **MARLINK - NEW SLA APPROACH**

Marlink introduces an easy-to-understand Service Level Agreement (SLA) approach. Each SLA is applied per service, regardless of the technology, no matter whether it is VSAT or MSS.

2 new indicators have been introduced:

- Time to Own (TTO) (former guaranteed response time): maximum delay to acknowledge the receipt of a ticket and provide a ticket number
- Time to Update (TTU): how frequently Marlink provides updates on a ticket

This is applied per vessel, except for Elite customers, where this is per customer.

How does it work?

We combine 4 existing severities. with 4 SLA's – Standard, Extended, Dedicated and Customized to get level of priorities (P1 to P4).

These priorities determine the TTO and TTU. All details are presented below.

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### **1A. MARLINK SUPPORT CONTACT DETAILS**

#### SERVICE DESK

This is the **first point of contact** for Marlink customers.

**Responsible for provisioning or providing technical support** for MSS or standardized VSAT equipment, as well as XC and VAS.

Also supporting **shore tool usage** (e.g. P360, Data Manager, Data Track) or in case **technical training** is required.

Email: Servicedesk@Marlink.com

Phone:

- EMEA: +33 (0) 1 70 48 98 98

- Americas: +1 (310) 616 5594 or +1 (855) 769 39 59 (Toll Free)

- Asia Pacific: +65 64 29 83 11

Available 365 days per year 24 hours a day. Phone numbers are automatically forwarded to the opened office.

### **MARITIME NOC (MNOC)**

### Only for customized solutions.

Supporting VSAT request fulfilment (e.g. incidents related to Sealink customized solutions, planned bandwidth changes, network changes in/out of lay-up etc.).

Operating our platforms (iDirect) together with Maritime Engineering.

Email: Sealink@Marlink.com

Phone:

- Worldwide: +47 23 67 00 00

- US: +1 (346) 223 0396 and +1 855 677 8728 (toll free)

- Brazil: +55 21 3500 1662

Available 365 days per year 24 hours a day. Phone numbers are forwarded to the Maritime NOC at Eik Teleport, Norway.

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### 1B. GENERIC SUPPORT ESCALATION PROCEDURE

Hours out of TTO or TTU - without response	Escalation Level department	Email address	Phone number
+4	SD, MNOC team leaders	Escalation@marlink.com	Team leaders' number. 24/7 assistance. +47 236 790 00
+8	Support Directors	Escalation2@marlink.com	Directors' number. +47 236 790 01
+12	Head of Support	Juraj.Baros@marlink.com	+421 911 699 650
+24	VP Maritime Delivery & Operations	Eirik.Haugerud@marlink.com	+47 46 62 37 72
+48	President Maritime	<u>Tore-</u> <u>Morten.Olsen@Marlink.com</u>	+47 908 55 097

Severity	Time to Own (TTO)	Time to Update (TTU)
Critical	2 hours	12 hours
High	2 hours	24 hours
Medium	2 hours	24 hours
Minor	3 hours	96 hours

### Examples of severities:

- Critical (applicable to Fleet contracts only): Services are not available for multiple vessels at the same time. E.g.: Leased line to customer HQ is down.
- High: Services are not available: no access to voice or data service (per vessel). Or parts of the application are out of service with alternate connection or slow response (Fleet contracts). E.g.: XC box is not responding.
- Medium: Services are operational, but parts of the application are out of service, with alternate connection or slow response. Or value added services are not available. E.g.: Incoming calls are not working or Skyfile is not working.
- Minor: Services are operational with minor noticeable disturbances. Or value added services have reduced functionality. E.g.: Slow data connection or bad quality on one phone line.

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## **2A. BILLING CONTACT DETAILS**

## Billing is responsible for:

- The **creation/set-up of your account** within the Marlink billing system.

- Correct and timely invoicing

- Support related to billing topics such as providing information about your invoice

- The evolution of billing forms

Email: Billing@Marlink.com

Phone: +31 70 300 18 18

Available 09:00 -17:00 CET

## **2B. BILLING ESCALATION PROCEDURE**

Hours out of TTO or TTU - without response	Escalation Level department	Email address	Phone number
+24	Billing Operations Manager	Emilie.Fevrier@marlink.com	+31 61 352 93 51
+48	Billing Director	Ermin.Cekic@marlink.com	+31 68 295 47 42
+96	Manager IM Operations	Brian.Storm@marlink.com	+31 613 763 253

Time to Own (TTO)*	Time to Update (TTU)*
2 hours	72 hours

<sup>\*</sup>During business hours

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### **3A. LOGISTICS CONTACT DETAILS**

Responsible for order handling and order delivery.

#### Email:

- General: Logistics@Marlink.com

- RMA (Return Merchandise Authorization): <a href="mailto:Mss.Repair@Marlink.com">Mss.Repair@Marlink.com</a>

Phone: +31 (0)10 310 03 70

Available weekdays between 08:00 and 17:00 CET

The <u>after-hours</u> duty phone numbers are available **for urgent cases only:** 

- Stavanger: +47 468 16 920, can be reached daily from 16:00 - 22:00 (CET).

- Rotterdam: +31 639 114 641, can be reached daily from 17:00 - 22:00 (CET).

## **3B. LOGISTICS ESCALATION PROCEDURE**

Hours out of TTO or TTR - without response	Escalation Level department	Email address	Phone number
+24	Logistics operations Manager	Nana.Norris@marlink.com	+31 6 58 85 49 29
+48	Head of Logistics	Geir.Sivertsen@marlink.com	+47 4 68 43 37 7
+72	VP Maritime Delivery & Operations	Eirik.Haugerud@marlink.com	+47 46 62 37 72
+96	President Maritime	<u>Tore-</u> <u>Morten.Olsen@Marlink.com</u>	+47 908 55 097

Time to Own (TTO)	Time to Update (TTU)
2 hours	24 hours

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#### **4A. MARITIME DELIVERY CONTACT DETAILS**

Responsible for the **implementation of contracted ordered**, **both new installations and change orders** that require new hardware to be shipped and/or field engineer attendance.

Divided into 2 departments:

- 'Projects for Standard Solutions' handles all orders for Sealink Allowance, Premium, Business, XC FX and Anker. Email address: Project.Sealink@Marlink.com
- 'Customized solutions & Migrations' handles the delivery of all non standard solutions, complex changes and migrations. Email address: <a href="mailto:lnstall@Marlink.com">lnstall@Marlink.com</a>

Also responsible for all field service work, both during new installations, change orders and for SLA call outs in the operational phase.

### **4B. MARITIME DELIVERY ESCALATION PROCEDURE**

	Escalation Level department	Email address	Phone number
+48 hours without any information	Project Manager	Contact details vary	n/a
+24 after 1 <sup>st</sup> escalation without reply	Project Directors	Customized solutions & Migrations: ToreMorten.Ruud@Marlink.com  Standard Solutions: Marek.Lipka@Marlink.com	+47 95 92 09 06 +42 190 3791 025
24 hours after 2nd escalation without any reply	VP Maritime Delivery & Operations	Eirik.Haugerud@Marlink.com	+47 46 62 37 72
24 hours after 3rd escalation without any reply	President Maritime	Tore-Morten.Olsen@Marlink.com	+47 908 55 097

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