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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	Hunt group team leaders' numbers. 24/7 assistance. +47 236 790 00
+8	Support Directors	Escalation2@marlink.com	Hunt group directors' numbers. +47 236 790 01
+12	Head of Support	Juraj.Baros@marlink.com	+421 911 699 650
+24	VP Maritime Del. & Ops	Eirik.Haugerud@marlink.com	+47 46 62 37 72
+48	President Maritime	<u>Tore-</u> Morten.Olsen@Marlink.com	+47 908 55 097

	Service Criticality		
Severity	High: Dedicated	Medium: Extended	Low: Standard
Critical	P1	P1	P1
High	P2	P2	Р3
Medium	P2	Р3	Р3
Minor	Р3	P4	P4

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.

Priority Codes	Time to Own (TTO)	Time to Update (TTU)
P1	2 hours	12 hours
P2	2 hours	24 hours
Р3	3 hours	48 hours
P4	4 hours	96 hours

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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	Escalation.Billing@marlink.com	
+48	Billing Director	Ermin.Cekic@marlink.com	+31 68 295 47 42
+96	Manager IM Operations	Brian.Storm@marlink.com	+31 61 376 32 53

	Service Criticality			
Severity	High: Dedicated (or Elite)	Medium: Extended	Low: Standard	
High	P1	P1	P1	
Medium	P2	P2	P2	

Examples of severities:

- High = Account creation, Project ID creation, as well as all queries for Elite customers
- Medium = All other requests

Priority Codes	Time to Own (TTO)*	Time to Update (TTU)
P1	2 hours	72 hours
P2	2 hours	96 hours

^{*}During business hours



3A. LOGISTICS CONTACT DETAILS

Responsible for order handling and order delivery.

Email:

- General: Logistics@Marlink.com

- RMA (Return Merchandise Authorization): Mss.Repair@Marlink.com

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> Morten.Olsen@Marlink.com	+47 908 55 097

Service Level	Time to Own (TTO)	Time to Update (TTU)	
Dedicated	2 hours	24 hours	
Extended	2 hours	24 hours	
Standard	4 hours	48 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: <u>Project.Sealink@marlink.com</u>
- 'Customized solutions & Migrations' handles the delivery of all non standard solutions, complex changes and migrations. Email address: lnstall@marlink.com

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 st escalation	Project Directors	Customized solutions & Migrations: ToreMorten.Ruud@Marlink.com	+47 95 92 09 06
without reply	,	Standard Solutions: Marek,Lipka@Marlink.com	+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	<u>Tore-</u> Morten.Olsen@Marlink.com	+47 908 55 097

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