



Table of Contents

NEW SLA APPROACH	
1A and 1B: SUPPORT	4 and 5
2A and 2B: BILLING	6
3A and 3B: LOGISTICS	7
AA and AR: MARITIME DELIVERY	g



MARLINK - ESCALATIONS

The operational departments in Marlink are efficiently handling any requests and incidents according to the contractually agreed SLA. SLA levels are listed in an appendix to the contract.

Customers can escalate issues:

- if Marlink would not deliver according to the SLA level or
- if he or she is unsatisfied with the ticket handling or the response and would request managerial attention to the issue.

Please find the different levels of escalation in the tables throughout this document.

This document also refers to two important indicators:

- Time to Own (TTO) (previously described as '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 applied per customer.



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).

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 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.



1B. GENERIC SUPPORT ESCALATION PROCEDURE

	Escalation Level	Email address	Phone number
1.	Support team leaders	Escalation@marlink.com	+47 236 790 00 (24/7 assistance)
2.	Support Directors (Lars Vestby, Erik Holtrin)	Escalation2@marlink.com	+47 236 790 01
3.	VP Maritime Operations	Eirik.Haugerud@marlink.com	+47 46 62 37 72
4.	President Maritime	Tore-Morten.Olsen@Marlink.com	+47 908 55 097



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

Escalation Level	Email address	Phone number
Billing Director	Ermin.Cekic@marlink.com	+31 68 295 47 42
Manager IM Operations	Brian.Storm@marlink.com	+31 61 376 32 53

Service Level	Time to Own (TTO)	Time to Update (TTU)	
All	2 hours	72 hours	



3A. LOGISTICS CONTACT DETAILS

Responsible for order handling and order delivery.

Email:

- General: <u>Logistics@Marlink.com</u>

- RMA (Return Merchandise Authorization): Return@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 920Rotterdam: +31 639 114 641

On weekdays between 16.00 and 22.00 (CET) and at the weekends between 9.00 – 22.00 (CET).

3B. LOGISTICS ESCALATION PROCEDURE

	Escalation Level	Email address	Phone number
1.	Logistics operations Manager	Nana.Norris@marlink.com	+31 6 58 85 49 29
2.	Head of Logistics	Geir.Sivertsen@marlink.com	+47 4 68 43 37 7
	VP Maritime Operations	Eirik.Haugerud@marlink.com	+47 46 62 37 72
4.	President Maritime	Tore-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	



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: 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	Email address	Phone number
Project Manager	Contact details vary	n/a
2. Director Project Office	Marek.Lipka@Marlink.com	+42 190 3791 025
3. VP Maritime Operations	Eirik.Haugerud@Marlink.com	+47 46 62 37 72
4. President Maritime	Tore-Morten.Olsen@Marlink.com	+47 908 55 097