

Customer Service

Service Level Agreement

Fleet Complete will undertake all reasonable endeavours ensure that support is provided consistent with the service levels defined below.

<i>Service Attribute</i>	<i>Attribute Definition</i>
Initial Response Time	The elapsed time between Call Reception or alarm occurrence and the Customer being notified that work has started on restoring the service to the defined levels.
Progress Updates	Updates on the status of service restoration activity. Note: severity of faults defined in table below
Resolution Time	The elapsed time from the initial contact, to the full resolution of the case.

<i>Severity</i>	<i>Definition</i>	<i>Additional Information</i>
1	Critical system failures causing loss of access to the Suppliers systems.	Complete outage of the application.
2	Critical system wide functional issues.	Inability for users to complete critical tasks where no workaround is available.
3	Non-critical functional issues.	Inability for users to complete non-critical tasks.
4	Non- time sensitive support requests that require dedicated help	Assistance in performing certain tasks. This includes support personnel walking the user through various tasks that are not covered in training documentation.

<i>Severity</i>	<i>Initial Response (Business Hours*)</i>	<i>Progress Updates (Business Hours*)</i>	<i>Resolution Time (Business Hours*)</i>
1	1 Hour	Hourly	3 Hours
2	2 Hours	4 Hourly	1 Day
3	4 Hours	8 Hourly	1 Week
4	1 Day	Daily	2 Weeks

Support Contacts

<i>Position</i>	<i>Name</i>	<i>Contact</i>
Helpdesk		1300 956 956 / mitsubishimotorsfleetiqsupport@fleetcomplete.com.au
Escalation Point	Jason Cornelius	jcornelius@fleetcomplete.com.au

* Business hours are between 8am and 6:30pm Australian Central Time, Monday-Friday.

Customer Service

Outside of Business Hours

- Calls to the customer service line will be greeted with an outside of business hours recording and the option to leave a message.
- Messages are automatically forwarded to our case management system and assigned to an agent.
- All messages are handled at the commencement of business hours.
- Customer may also log cases with our helpdesk at any time via email or online portal. These will also be handled at the commencement of business hours.
- The case queue is monitored for reports of **critical system failures (Severity 1 events)** by an on-call agent between 7am and 9pm, 7 days a week. These will be verified and then forwarded to on-call engineers to rectify.