

Introduction

This Pelion Connectivity Management Service Support Program document describes Pelion's service level obligations in relation to the Pelion Connectivity as a Service (CaaS) provided by Pelion to Customer pursuant to an Order Form, under which Customer acquired its rights to use the Service. This Pelion Connectivity Management, Service Support Program document is subject to the terms of the Agreement (as defined in the Pelion Connectivity Management Terms of Service). <https://www.pelion.com/terms/>

This Service Support Program document may be updated from time to time.

Definitions

If not defined below, capitalized terms used in this Pelion Service Support Program document will have the meanings set out in the Agreement.

"Downtime Exceptions" means any period when the Service is not available for ordinary use, due to any of the following:

- a) Scheduled Downtime.
- b) Emergency Maintenance.
- c) a force majeure event as defined in the Pelion Connectivity Management Terms of Service at <https://www.pelion.com/terms/>
- d) any act or omission by or on behalf of the Customer.
- e) any Incident with any system or technology not within Pelion's control (including without limitation, any Incident associated with the Customer's ISP, the internet, the Customer's networks, Customer's M2M Devices).
- f) any suspension or termination of the Service by Pelion in accordance with the Agreement.
- g) use of any attachment, hardware, software, or device in connection with the Service.
- h) misuse of the Service, or any use of the Service that is not in accordance with this Agreement.
- i) use of the Service through any systems other than Pelion's and Customer's.
- j) attempted use of the Service when the device has no network coverage.
- k) failure to implement suitable redundancy measures.

"Emergency Maintenance" means activity taken by or on behalf of Pelion in order to investigate and/or remedy any actual or potential emergency issue or security threat, including without limitation where any Customer hardware and/or software behaves in a manner that threatens the proper functioning or integrity of the Service (e.g. through aggressive connection attempts).

"Incident" means a failure of the Service to perform in accordance with this Agreement, that is reproducible or verifiable by Pelion and characterized by one of the severity levels described in clause 3.7

"Incident Resolution" means a remedy that resolves an Incident and brings the Service back to operational status in accordance with the Agreement, applicable Order Form, and specifications.

"Incident Response" means an acknowledgment by Pelion (by phone, email or ticketing platform) of a request for support made by the Customer to Pelion in accordance with this Support Program, or a notification (phone, email, or ticketing platform) from Pelion to the Customer in those cases where Pelion discovers the Incident.

“**Scheduled Downtime**” means maintenance or similar work carried out by or on behalf of Pelion in relation to the Service, which is notified to the Customer in advance, at <https://connectivity-status.pelion.com/> including without limitation, any planned network maintenance. Scheduled Downtime for non-Pelion resources will be at such time as Pelion’s supplier or sub-contractor may require, and Pelion shall provide notice of the same in advance insofar as reasonably possible.

“**Service**” means the Pelion Connectivity Management service (which includes access to the Pelion Connectivity Management Portal) as further described in the applicable Documentation to be provided by Pelion to Customer under the Agreement, together with Service Support and any applicable Value-Added Services (other than Connectivity Value Added Services).

“**Unscheduled Downtime**” means any time where the Service is unavailable which is not the result of a Downtime Exception.

“**Uptime**” means the percentage of time during a calendar month, during which the Pelion Connectivity Management platform and associated APIs are available for ordinary use, provided that for the purposes of calculating Uptime, the Downtime Exceptions shall be ignored. The Service shall not be considered ‘available for ordinary use’ if it cannot provide service in five or more consecutive minutes. Uptime targets shall be as follows:

Pelion Connectivity Management Platform and API’s target uptime ≥ 99.95% per calendar month

$$\text{Uptime \%} = \frac{(\text{Total minutes in month} - \text{Unscheduled Downtime minutes})}{\text{total minutes in month}} \times 100$$

Service Support

3.1 During the Term, Pelion will provide technical support to Customer in respect of Incidents related to Customer’s regular use and general management of the Service, as set out in this Support Program (“**Service Support**”).

3.2 Service Support shall be provided in English and primarily by email, Support Ticket, or telephone, unless otherwise agreed by the Parties in writing, and the Service Support does not, unless expressly agreed by Pelion in writing, include any travel to any Customer or other sites.

3.3 Pelion will provide notice of any service impacting Scheduled Downtime, Emergency Maintenance, or Unscheduled Downtime via our Statuspage at <https://connectivity-status.pelion.com/> Please register and subscribe to updates.

3.4 During the Term, the Customer may submit requests to Pelion for help or advice (“**Requests for Support**”), or report Incidents encountered with the Services (“**Reported Incidents**”), as described below. For Reported Incidents, the Business Hours apply, with the exception of Severity 1 or Severity 2 Incidents, as defined in section 3.7 below, which will be supported 24 hours per day, 365 days per year.

	Free Pelion IoT Starter SIM Customer (US Only)	Enterprise Customer
Technical Support	24x7 Access to help documentation: https://pelion.com/docs/connectivity	24x7 Access to Pelion Technical Support. Email, Support Ticket & Phone.
Who Can Open Cases	N/A	Unlimited Contacts & Unlimited Cases
Technical Support Escalation	N/A	Yes

3.5 Method of Contact

3.5.1 Requests for Support and reporting of Incidents by an Enterprise Customer must be made using the following methods:

- Directly from the Pelion Connectivity Management platform
- Email: pcm-ticket@pelion.com
- Telephone: will be provided upon signature

Free Pelion IoT Starter SIM Customers should refer to online help documentation at <https://pelion.com/docs/connectivity>

3.5.2 Pelion will assign a unique case number for all Reported Incidents and Requests for Support.

3.6 Content

Reported Incidents should include:

- a) Name and contact information of the person reporting the Incident.
- b) Description of the Incident and symptoms, including date/time incident first observed; exact location of incident, if applicable; and ICCID number(s) of SIM(s) involved, if applicable.
- c) Steps taken to attempt to resolve the Incident; and
- d) An email address for service notifications and a list of names and phone numbers of Customer employees who have been designated to provide assistance and support (“**Support Contacts**”). The Customer may change the names and numbers of the Support Contacts at any time via the Pelion Connectivity Management platform.

3.7 Incident Classification & SLAs

Customer will classify each Incident as Severity 1, Severity 2, Severity 3, or Severity 4, based on the impact to the Customer business, as defined below:

- a) **Critical - Severity 1 Incident** is an Incident that causes a complete outage of the service where no terminals can connect to the Service to transmit or receive data, or a complete outage of the Pelion Connectivity Management platform where no Customer users can access or use the Service.
- b) **Major - Severity 2 Incident** is an Incident that causes a significant failure or degradation in performance of the Service. The situation is causing a high impact to portions of the customers solution and no reasonable workaround exists.
- c) **Minor - Severity 3 Incident** is an Incident that causes a minor failure or degradation in performance of the Service that is non-critical. Short term workaround is available, but not scalable.
- d) **Cosmetic – Severity 4 Incident** is an enquiry regarding a routine technical issue, information requested on solution capabilities or configuration, or a bug affecting a small number of users. Workaround is available.

Pelion reserves the right to reclassify Incidents if they are found to not be in line with these definitions. Any dispute in classification can be escalated in clause 3.10. If any Incident which is Severity 2 or Severity 3 is deemed business critical, then the escalation process should be invoked, and it may be reclassified as Severity 1 by Pelion.

3.8 Response Time Targets for Incidents

Upon receipt by an Pelion of a Reported Incident from the Customer, Pelion will use commercially reasonable efforts to provide a response within the time frames outlined below:

Severity Level	Target Response Time	Contact Method
Severity 1	<= 1-hour response	Support ticket and telephone call,
Severity 2	<= 4-hour response	Support ticket and telephone call,
Severity 3	<= 8-hour response	Support ticket
Severity 4	<= 24-hour response	Support ticket

3.9 Assistance

At least one (1) Support Contact shall be available during the Target Response Time to explain and/or describe the Incident and provide any other assistance required by Pelion. Timely resolution of the Incident may require the Customer to provide supporting evidence of the Incident, and the Customer will reasonably cooperate in such efforts.

3.10 Escalation Procedure

3.10.1 If Pelion does not respond to a Reported Incident within the time frames described above, the Customer may file an escalation request in the Ticket System to request an escalation after the time periods indicated in the table below:

Escalation Level	Escalation Contact
Level 1	Technical Support Team
Level 2	Technical Support Team Manager
Level 3	Service Delivery Manager
Level 4	Senior Service Delivery Manager

3.10.2 In the event that Pelion reclassifies the severity of an Incident pursuant to clause 3.7 and Customer does not accept the reclassification, the Customer may file an escalation request in the Ticket System. Pelion shall respond to such a request within the Target Response Time for the severity level requested by Customer.