

Coolwave Communications,
Service Contact Procedure



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Coolwave Communications BV

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Service Contacts :

Coolwave will be available to assist customers with their problems 24 hours a day 7 days a week.

Phone : **+31 20 262 6090**
 (from inside/outside The Netherlands)

0800-NOCHELP (0800- 6624357)
(tollfree from inside The Netherlands)

Email : noc@coolwavecom.com

Escalation Procedure :

Coolwave uses an internal escalation path, in cases where Faults exceed the nominated repair time window, so that Faults, which can be categorised as Severity Level 1, 2 or 3, are given sufficient attention.

The following table shows the escalation paths:

	Severity Level 1	Severity Level 2	Severity Level 3
At end of Repair Time Window of 2 hours	Director Operations	Director Operations	Director Operations
2 hours after end of the Repair Time window	CTO		
4 hours after the Repair Time window	MD	CTO	
8 hours after the Repair Time window		MD	CTO
12 hours after the Repair Time window			MD

Severity Level 1 : Total Outage on the customers' service

Severity Level 2 : Serious service degradation effecting the customers' service

Severity Level 3 : Service degradation not directly effecting the customers' service

Scheduled Maintenance :

Coolwave shall inform Customers via its NOC of any planned Maintenance which may result in a disruption in the Service of more than 10 seconds, at least five (5) Working Days prior to said Maintenance, stating:

- (a) Coolwave will endeavour to carry out Maintenance within the Maintenance Window and make commercially reasonable efforts to set a convenient time with the Customer to minimise disruption and any inconvenience for Faults which occur during the Service Window.

The maximum expected total duration of the Maintenance as set out above, which may result in a Severity Level 1 Fault in the Service over a contract period of one year, is six (6) hours.

- (b) Emergency Maintenance

In some cases emergency Maintenance may be necessary and Coolwave reserve the right to conduct emergency Maintenance at any time and without approval by Customer.

