



Support Service Level Targets

Cradlepoint Global Support offers world-class resources and expertise to keep your network secure, simple, and efficient. With Cradlepoint Support, you have access to our team for assistance with any technical issues. Cradlepoint tracks questions and assistance requests for customers with Cradlepoint products covered by CradleCare or a NetCloud Solution Package through a service request process. This is typically done by contacting the Cradlepoint Global Support team or by opening a support case through the [Connect](#) portal. As cases are opened, information about the customer site and technical details about the product, service and environment will be collected. A “Case Severity” will be assigned for each case.

The Case Severity is defined by the impact to the customer and the type of problem. It helps define the response time, communication cadence, and acts as a guide to further escalations. Setting these levels allows Cradlepoint to resolve issues in a timely manner for more customers.

1. Assigning Case Severity

Severity Level	Severity description
Severity 1	Entire site WAN connectivity/network is down, end-user business is critically impacted due to problem with Cradlepoint Product/Service. Full-time resources from customer and Cradlepoint are needed until network is back online.
Severity 2	Site WAN connectivity/network is severely degraded and significant aspects of customer’s business is impacted negatively due to problem with Cradlepoint product/service.
Severity 3	Site WAN connectivity/network is impaired due to Cradlepoint product/service; most business functions are operational.

2. Response & Escalation Times

Severity Level	Response Time		Initial Escalation Time	Update Frequency
	Phone/Chat	Portal Case		
Severity 1	Immediate	8 Business Hours	2 hours	Ongoing* **
Severity 2	Immediate	8 Business Hours	4 hours	Daily*
Severity 3	Immediate	8 Business Hours	48 hours	Every 7 days



* Until case close or root cause identified.

** The Enterprise Support Engineer keeps in continual contact unless agreement is reached with the Customer for alternate communications (e.g., breaking contact to work on the case).

Update frequency describes the times for on-going communication to convey progress to the customer. The Enterprise Support Engineer will update the support case in the Connect portal with current progress. Additionally, the Cradlepoint Executive Management team will be updated daily on all Tier 3 and above escalated cases.

As needed, the following escalations will occur based on Case Severity and time to resolve:

Elapsed Time	Severity 1	Severity 2	Severity 3
2 Hours	Tier 2		
4 Hours	Tier 3	Tier 2	
24 Hours	Tier 4	Tier 3	
48 Hours		Tier 4	Tier 2
72 Hours			Tier 3

3. Enterprise Support Coverage & Tier Escalations

All cases begin by opening a case in Cradlepoint Connect. Subsequent escalations will follow the Tiers 1-4 as defined below until the Case reaches resolution.

Level	Who?	Procedure	Notes
Tier 1	Customer Service	<ul style="list-style-type: none">Open a Support Case in Connect portalKnowledge Base available 24x7x365Qualified phone support available 24x7x365	<ul style="list-style-type: none">If call is made outside of Cradlepoint standard hours, and meets the 24x7 emergency criteria, the call will be connected to an on-call engineer.If the call does not meet the emergency criteria, the call will be returned during normal business hours.
Tier 2	Assigned Enterprise Support Engineer	Once a case has been escalated, Tier 2 support is provided by enterprise engineers who are available 24x7x365.	<ul style="list-style-type: none">If call is made outside of Cradlepoint standard hours, and meets the 24x7 emergency criteria, the call will be connected to an on-call engineer.

			<ul style="list-style-type: none"> If the call does not meet the emergency criteria, the call will be returned during normal business hours.
Tier 3	Enterprise Support Supervisor, Cradlepoint Quality Assurance Team, and Manager, Global Support	The Tier 3 support team will be available during Cradlepoint business hours or longer for Severity 1 issues.	
Tier 4	Executive Management Team	The VP Global Support, VP Sales, CMO, and CEO will drive for Case resolution at Tier 4.	

4. Target Case Resolution Times

Cradlepoint works to close Customer cases as quickly as possible. The tracking or resolution time begins when the case is received from the Customer and the required information is captured. The resolution timeframe concludes when the Customer accepts the resolution and the case is formally closed in the Connect portal.

While many reported problems often involve products and services outside of Cradlepoint's control, these resolution timeframes are our targets:

Restore Network Connectivity ¹	< 4 Hours
Severity 1 (Case closed)	< 48 Hours ²
Severity 2 (Case closed)	< 5 Business Days ²
Severity 3 (Case closed)	< 10 Business Days
Inquiry (Case closed)	< 15 Business Days

Note 1: Dependent on root cause analysis requirements, closure may take longer but should be agreed upon with Customer.

Note 2: Best effort will be made to restore network connectivity within 4 hours. Next Business Day would be best case for certain cloud networking issues that require assistance from our Operations team.

5. Minimum Information Gathering Requirements

The following information (at a minimum) needs to be collected by CP Support:

Information	Detail
Customer contact information	Include email, main and cell phone number if available
Case Severity factors	Did customer have to go onsite to recover? Was a solution rollout halted or severely delayed? What is status of WAN connectivity?
Detailed description of issues	Step by step documentation of the steps leading up the failure
Remote management access information (if available)	Username, password, MAC address of unit(s), NetCloud Manager Collaborator access
Logs	Provide the following: <ul style="list-style-type: none"> Series 3 - Minimally gather standard logs, saved to txt file NetCloud Client - Diagnostic data from client, saved as HTML file
Modem information	Provide the following: <ul style="list-style-type: none"> Series 3 - Screenshots: <ul style="list-style-type: none"> Status>internet connections Modem Signal Graphs under Status > Statistics Are Static or Standard IP Addressing plans from Carrier being used? Which Carrier is customer using? Router configuration: <ul style="list-style-type: none"> Series 3 - System Settings > System Software, click "Save to Disk" What NetCloud OS version? Case progress and steps to reproduce

6. Contacts

Enterprise Hotline: 855-813-3385