

## Fusion Broadband Support Policy

Fusion Broadband Pty Ltd (“Fusion Broadband”) provides Partners whose account is in good-standing with Level 3 and Level 4 technical support to assist Partners with resolving end-customer and Partner environmental and technical issues related to the performance of the Fusion Broadband software.

The Partner is responsible for Level 1 and Level 2 support and communication to end-customers.

Tickets affecting multiple end-customers are treated as high or urgent priority by Fusion Broadband. Please escalate these issues to Fusion Broadband. Level 3 or Level 4 support directly **by telephone to get the fastest resolution and maintain your end-customer Service Level Agreements (“SLA”)**.

If Fusion Broadband is requested to perform Level 1 or Level 2 support tasks on behalf of a Partner, Fusion Broadband may invoice bill the Partner at \$150/hour or at the hourly rate authorised by the Managing Director.

As a Partner or Partner, you are responsible for providing the following Level 1 and Level 2 Support (unless otherwise stated in your Service Agreement):

### Partner Level 1 Support: End-client and CPE support

Partner Level 1 support is responsible for direct support of end-customer and Customer Premise Equipment (“CPE”). These activities include, but are not limited to:

- Phone and email support to End Customers
- Onsite installation of hardware and software, together with support
- Provisioning CPE hardware
- Network configuration changes through the web-based management application, such as adding, removing or changing legs and connected IP configurations
- Testing link and bond speeds
- Identifying packet loss or outages on a leg
- Troubleshooting Partner network node and CPE faults
- Software updates on CPE for both Fusion Broadband software and Linux operating system
- Check log files for warnings or errors using bond log command

**Escalation:** If your Level 1 has exhausted all avenues and the issue is not specifically related to a carrier or end-client environmental issue, escalate to your Level 2 prior to contacting Fusion Broadband.

### Partner Level 2 Support: Advanced Support

Partner Level 2 support is responsible for advanced network administration and troubleshooting. These activities include, but are not limited to:

- Issues escalated from Level 1
- Provisioning network nodes such as aggregators and PWAN routers
- Switch configuration, for example, VLAN
- Routing configuration with OSPF or BGP
- IP addressing changes for any type of host, outside of the web management application
- Software Updates on network nodes such as aggregators and PWAN routers for both the Fusion Broadband software and Linux operating system
- Monitoring and management of all systems
- Training for Level 1 engineers
- Advanced configuration in Linux backend such as iptables, DHCP, VPNs, etc.

**Escalation:** If your Level 2 has exhausted all avenues and the issue does not appear to be directly related to your Partner environment, network, or deployment, please escalate to Fusion Broadband Level 3 – Technical Services for resolution.

Fusion Broadband will provide the following Level 3 and Level 4 support:

### **Fusion Broadband Level 3 Support: Technical Services**

Once an issue has escalated through Partner Level 1 and 2 support and it has been determined that the issue is not related to the end-customer or Partner network, technical environment or deployment, and it has been determined that it relates to Fusion Broadband software, escalate to Fusion Broadband Level 3 Support **by telephone to get the fastest resolution and maintain your end-customer Service Level Agreements (“SLA”)**.

Fusion Broadband Level 3 Support tasks include but are not limited to:

- Issues escalated from Partner Level 2
- Initial installation and configuration of the Fusion Broadband Management Server software and up to 2 initial Aggregators and PWAN routers. This is done once at the start of a new Partner relationship to assist the Partner with initiating their new Fusion Broadband environment and going-live
- Initial and ongoing support for Partner’s engineers in resolving customer and Partner issues with the Fusion Broadband platform
- Initial one-time setup recommendations and troubleshooting to integrate Fusion Broadband SD-WAN into the Partner network
- Upgrading the Management Server software and operating system
- Troubleshooting advanced issues related to Fusion Broadband’s software that are not expected to be handled by Level 1 or 2 support
- Liaise with Fusion Broadband Level 4 team as required for troubleshooting advanced issues or bugs.

**Escalation:** If Fusion Broadband Level 3 has exhausted all avenues and the issue does not appear to be directly related to any end-customer, partner, or Fusion Broadband environmental or deployment issues but is related to the core Fusion Broadband’s software, then the issue will be escalated by Fusion Broadband to Fusion Broadband Level 4 – Research and Development for resolution.

### **Level 4 (Fusion Broadband): Research & Development**

The Fusion Broadband Research and Development team is responsible for issues escalated from Fusion Broadband Level 3. These include:

- Dealing with tickets escalated by Level 3 (Technical Services)
- Troubleshooting advanced issues
- Fixing bugs in the SD-WAN platform
- Updating User Guide and other documentation

### **Out of Scope Support**

Work outside of scope of Level 3 and 4 is billable by Fusion Broadband to the Partner. This work will not commence prior to the Partner accepting a quote and Statement of Work provided by Fusion Broadband or one of Fusion Broadband’s integration partners. Examples of these tasks include:

- Installing additional Debian/Linux software
- Writing custom software code
- Writing automation scripts that leverage either the API or Hook systems
- Network design such as dynamic routing (OSPF/BGP) and switching (STP)
- Advanced networking using tools like iptables, OpenVPN, or IPsec • Level 1 or Level 2 support