

SKYWIRE SUPPORT

WELCOME TO SKYWIRE SUPPORT

Thank you for choosing Skywire as your Enterprise Mobility Services provider. As part of our service delivery it is important that you read the information below so as to have a clear understanding of how Skywire provides services depending upon the service level purchased.

Below are the 3 applicable support options and procedures. This excludes Managed Service support which has its own separate SLA and procedures. If you are interested in upgrading your current service level please contact your account manager.

Service Level Provided	Help Desk	Help Desk with Software Loading	No Help Desk
Phone support 8.30am – 5.30pm AEST Monday – Friday. Excludes public holidays	Yes	Yes	No
Technical remote support during business hours	Yes	Yes	No
24/7 Technical support	No	No	No
On-site support during business hours	No	No	No
Device repair turnaround	Per Vendor SLA	Per Vendor SLA	Per Vendor SLA
Skywire online services portal access	Yes	Yes	No
Spares pool of devices	No	No	No
Software loading & device staging service	No	Yes	No

The **Skywire HelpDesk** telephone number is 1800 111 759 and email address is helpdesk@Skywire.com.au.

During business hours (8.30am – 5.30pm AEST Monday to Friday excluding public holidays) the Skywire Helpdesk will respond to Severity level 1 issues within 1 hour and severity level 2 issues within 4 hours.

Severity Level 1 is defined as an incident where one of the following has occurred:

- i. Complete loss of RF coverage causing total device failure
- ii. Major RF coverage outage causing significant operational detriment (e.g. intermittent coverage affecting multiple devices).
- iii. A major number of device failures which is causing significant operational detriment (e.g. multiple devices losing configuration settings).

Severity Level 2 is defined as all other issues not described above as severity level 1. Severity level 2 issues are not deemed “immediate or wide impacting”.

SOFTWARE

LOADING + STAGING SERVICE

When a faulty device is returned for repair, the repair centre will remove all the software applications and configurations on that device. This is to ensure that the software itself is not causing the problem and to allow factory testing to be performed on a clean environment. Once the repair centre has repaired the device the original software application and configuration is not reloaded.

If your company has purchased a Skywire Software Loading & Staging Contract, Skywire will reload your “Gold Image” before the unit is returned to you. This ensures that when a unit is returned to site it will have the correct software and configuration to enable it to work “out of the box”. Otherwise the unit will be returned to you directly without software being reloaded.

Depending on which services you have purchased will determine the procedure for and level of support you will receive from Skywire. Please ensure that your staff responsible for product and system support are aware of the level of service you are entitled to.

OPTION 1. HelpDesk Support Only (No Software Reloading & Staging)

Technical Support

Call or email the Skywire Help Desk for technical support

- Toll-free number: 1800 111 759
- Email: helpdesk@Skywire.com.au
- Helpdesk operation hours are 8.30 am – 5.30 pm AEST time Monday to Friday
- Maximum response time is 4 hours.
- No charge unless support is beyond scope or unrelated to your Skywire installed system

Failed Hardware/Damaged Equipment

Equipment covered by current Manufacturer/Vendor Service Contract

Service orders for failed equipment are to be raised via the Skywire services web portal. Login details and instructions will be sent to you separately. Once a service order is logged a reply email with RMA details and where to send the failed equipment will be sent to you. The equipment will be sent directly to the Manufacturer Service Centre and returned back to your nominated delivery address. You will be responsible for reloading required software on to the device.

Equipment NOT covered by current Manufacturer/Vendor Service Contract

For all equipment outside of the vendor's contract or warranty period, please send unit together with a properly completed Repair Return Form directly to:

Repair Returns

Skywire (Australia) Pty Ltd

Level 1, 7-9 West Street,

North Sydney NSW 2060

Skywire will quote for repair based on time and materials and will facilitate the servicing of your device. Non acceptance of a quote will result in a \$55 (excl. GST) charge per device, which includes delivery of the equipment back to you. Should software reloading & staging be required, a fee of \$120 (excl. GST) per device will be charged.

OPTION 2. HelpDesk Support with Software Loading & Staging

All details and procedures as per "Option 1" above remain the same except that repaired equipment will always be returned to Skywire from the repair centre where it will be reloaded with any custom software configuration before being returned to your nominated delivery address.

OPTION 3. No Helpdesk or Software Loading & Staging Support

Call or email the Skywire Help Desk for technical support

- Toll-free number: 1800 111 759
- Email: helpdesk@Skywire.com.au
- Helpdesk operation hours are 8.30 am – 5.30 pm AEST time Monday to Friday
- There is no maximum response time SLA
- All support will be chargeable at current published rates in 30 minute blocks with a minimum 1 hour charge.

Failed Hardware/Damaged Equipment

Equipment covered by current Manufacturer/Vendor Service Contract

Contact the service vendor directly on the details below. Please have the serial number of the device ready. An RMA form will be issued and emailed back to you which must accompany the device being sent for service. Send the faulty unit directly to the repair centre address on the RMA form emailed to you. The repair centre will return the repaired device to you directly.

Vendor	Support Number	Email Address
Motorola/Zebra	1800 457 439	enterprisemobility.apacservice@motorolasolutions.com
Intermec/Honeywell	1300 304 468	service.australia@intermec.com
All Others	1800 111 759	helpdesk@Skywire.com.au

For all terminals outside of the vendor's contract period, please send unit together with a properly completed Repair Return Form directly to

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Escalation Process

Skywire strives to provide excellent service on time all the time according to your level of support contract. If our support processes fail to meet your expectation, please escalate your concerns in the following order.

1. Skywire Helpdesk – 1800 111 759 or helpdesk@Skywire.com.au

2. Skywire Professional Services Manager

a. Northern (NSW, QLD, NZ) – Emrah Cankurtaran 0425 775 832 or emrah@Skywire.com.au

b. Southern (VIC, SA, WA) - Marco DiBiagio 0409 644 879 or marco@Skywire.com.au

3. Skywire CEO – James Shepherd 0413 700 580 or jshepherd@Skywire.com.au



www.skywire.com.au

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