

SUPPORT SERVICE LEVEL POLICY

Introduction:

This document outlines the Support Service Level Policy Mpowered will follow when assisting clients with support.

Stakeholders:

Mpowered Licensee / Client (MC)

Mpowered's Head: B-BBEE Solutions Centre (HSC)

Mpowered's B-BBEE Support Agent (SA)

Definitions:

1. "Business Day" means any day other than a Saturday, Sunday or any other day officially recognized as a public holiday in South Africa;
2. "Normal Business Hours" means 08h00 to 17h00 on Business Days;

Policy:

This policy pertains to all stakeholders mentioned above. The stakeholders must comply with the policy as outlined below.

Support Service Levels:

1. SA exercises no control over the experience and understanding of the specific MC initiating the support call and, therefore, SA will endeavour to resolve support calls initiated within Business Hours on Normal Business Days within the following time frames:
 - a. Password reset queries - within 1 (one) hour from receiving the query;
 - b. Spreadsheet upload queries – within 2 (two) hours from receiving the query, provided that the issue is not a bug (refer to 1(d) below);
 - c. General / B-BBEE theory and how-to queries – As there are too many possible queries to list here, SA will endeavour to resolve these queries within 3 (three) hours, provided that the queries are reasonable.
 - d. Bugs or similar issues – within 24 - 48 (twenty-four to forty-eight) hours from being made aware of the issue;
 - e. With the exception of 1(a) above, should the query be submitted on a Friday afternoon after 16h30, the allotted time will only start running from Monday morning at 08h00.
2. Escalation:
 - a. Should the MC wish to escalate a query or concern, for whatever reason, the MC may escalate the query/concern to HSC.
 - b. Escalated queries or concerns need to include all correspondence and communications between the MC and the SA. Should the query or concern relate

to a telephonic conversation, the MC and SA must provide an “as detailed as possible” description of the conversation.

- c. HSC will assist the MC to get a resolution of the query or concern within 24 (twenty-four) hours. Should the escalation be submitted on a Friday after 12h00, the allotted time will only start running from Monday morning at 08h00.