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# Service Level Agreement

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## Structure of Customer Support

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CONNECT ————> SUCCEED



# Content

MCM  
Customer Experience  
Talk to Us  
Service Levels  
Service Availability  
Support and Response Structure  
Maintenance Notification  
Scalation Structure












# BUSINESS TELECOM

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 <p><b>Actitud de servicio</b></p> <p>Siempre exceder las expectativas de nuestros clientes</p>	 <p><b>Desarrollo integral</b></p> <p>Renovar nuestros conocimientos y habilidades constantemente</p>	 <p><b>Compromiso</b></p> <p>Perseverancia y responsabilidad para alcanzar los objetivos</p>	 <p><b>Innovación</b></p> <p>Crear mejores soluciones a las problemáticas de conexión de nuestros clientes</p>
 <p><b>Simplicidad</b></p> <p>Realizar nuestro trabajo de forma sencilla y clara para facilitar el de nuestros clientes</p>	 <p><b>Creatividad</b></p> <p>Buscar nuevas soluciones al mantener siempre la mente abierta</p>	 <p><b>Co-creación</b></p> <p>Desarrollar alianzas estratégicas que incentiven la creación de mejores herramientas digitales</p>	

The philosophy to grow along with our great customers

## Proposal Connecting Business, Communicating Persons

Our principal goal is to create Network IT and Telco Corporate Services to help Mexican Business to Support digital transformation to their Operations

### Mission

Telecommunications simple and efficient to support constant productivity, with security and value

### Vision

Be the best Telecommunications Service Company for Customers, Providers and Investors





## Continuous Improvement in the Customer Experience

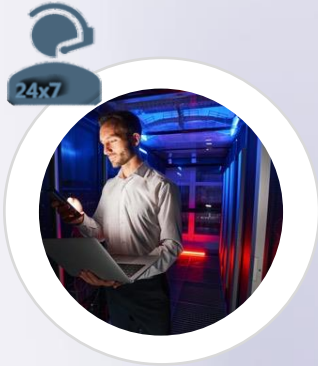
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In MCM prioritize customer service, we are committed to an effective and agile resolution to any customer request.

Following slides describe our omnichannel contact information and how we take care.



**Communicate**  
through each or all our channels



55 5350 0200  
800 200 0200



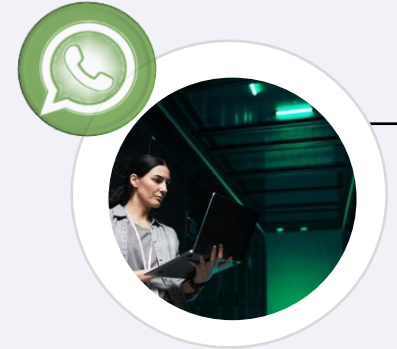
[customerservice@mcmtelcom.com.mx](mailto:customerservice@mcmtelcom.com.mx)



<https://www.mcmtelcom.com>



<https://www.mcmtelcom.com/soporte-tecnico>



55 5350 0280

**Our Commitment**  
Along with our Telecommunications  
and IT Services, the best Customer  
Service

We are ready to solve:

- ✓ Technical enquires
- ✓ Service changes
- ✓ Incident Report
- ✓ Clarify or Review Services

To start a Ticket just include:

- ✓ Name and Company Name or Symphony Number
- ✓ Description of your requirement with all possible information to accelerate resolution





# Successful Interaction of Customer Experience

## Question

1st Response: 15min  
Solution: 30min to 70hrs

### Administrative

Clarify and follow billing issues

### Service Consulting

Review Tools(CDRs, Billing, Tickets, Graphics)  
Symphony Administration or Applications

## Task

1st Response: 15min  
Solution: 30min to 72hrs

### Programmed Tasks

MW Notification  
Data Center Ingress  
RFO  
Warranty IP Phone  
Trainings

### Task

Service Changes (no impact)  
Service Reviews (Sales and Technical)  
Data Center Remote Hands

## Incident

1st Response: 10min  
Solution: 40min to 120min

### Critical (40min)

Service Down

### Urgent (80min)

Service partially affected

### Important (90min)

Service Intermittent

### Low (120min)

Service with Intermittent in the past



According with diagnosis could be defined on site Assistance to Customer Site or MCM Ste. +6hrs  
Cut of Fiber Optic with time resolution of 8hrs to48hrs according with the event and Cut location



# Service Availability

Monthly Availability



43200  
minutes

(60min X 24hrs X 30días)

# 99.95%

El servicio ha sido configurado para su uso en cualquier momento

If Service is affected, then to calculate the Service Availability we subtract the period of failure to the total time of the monthly service availability

$$\text{Monthly Availability}\% = \frac{\text{Monthly Availability} - \text{Period affected}}{\text{Monthly Availability}} \times 100$$

$$99.95\% = \frac{43200 - 21}{43200} \times 100$$





# Structure to support Customer Experience







# Notification of Maintenance Windows

## Preventive

**Notify:** 72hrs preview to execute

\*Verify Customers that requires by process 15 days

## Execution

8pm-8am

Strategic: 7pm-9am

\*Risk of Massive Impact: Fri and Sat

## Scenarios

Update or Upgrade of HW or SW

Changes in Configuration of Platforms (with impact)

Preventive Standard: No impact Maintenance

## Mandatory

**Notify:** 24hrs preview to execute and Risk Analysis if it is not executed

## Execution

8pm-8am

Strategic: According to Risk Analysis

## Scenarios

Potential Problem fix  
Existent Problem fix

## Provider

**Preventive:** 15 days preview to execute

**Mandatory:** Risk Analysis if it is not executed

## Execution

Impact: 8pm-8am

No Impact: 7pm-9am

## Scenarios

Repair, Review or Config Changes or Path Changes

Update, Upgrade or Replacement of Equipment



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ext 3562

Mon to Fri 7 a 23hrs  
Sat 15 a 23hrs  
Sun 7 a 15hrs

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ext 0352/3511/3500

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Mon to Sun (24hrs)



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Change Control Lead

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Escalation to Notify (Providers)

### Important Notes:

Contact Information must be updated to achieve a preventive notification of Maintenance Windows  
Customer should ask for technical explanation in order to verify any issue related with their service



## Escalation to bring the best experience

### Level 1

**CS Customer Service**  
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### Level 2

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### Level 3

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**PS Platform Support Data and Transport**  
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### Level 3+

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