



Infinity TXT mobile marketing solutions (ITMMS): Updated February 2010

Service Level Commitment

1. Service Levels

- 1.1 Infinity TXT mobile marketing solutions (ITMMS) offers the commitment of maintaining the Service availability at 99%. The commitment of availability of the Services is restricted to the Infinity TXT mobile marketing solutions (ITMMS) Platform and does not include technical problems related to Network Operators nor Network Carriers.
- 1.2 Infinity TXT mobile marketing solutions (ITMMS) will use its best reasonable endeavours to provide the best possible quality of service and system access availability. Infinity TXT mobile marketing solutions (ITMMS) does not guarantee the total reliability in message routing, storing and delivery, which can be subject to interruptions in the service of Network Operators due, and not limited to, radio interference, the unavailability of targeted recipients (recipients hand phone or mobile phone power OFF and out of memory or on roaming), third party maintenance and circumstances commonly falling under Force Majeure.

2. Fault Management and Escalation Procedure

- 2.1 Infinity TXT mobile marketing solutions (ITMMS) provide technical support which is available Monday to Friday 9.00am to 6.00pm and Saturday 9.00am to 12 midday. Upon detecting an abnormal situation which is deemed to impact the delivery of the Service, or when a Service fault is reported by the customer, the customer would be required to provide infinity TXT mobile marketing solutions (ITMMS) details in the following format by email to technicalhub@infinitytxt.com

Sample of fault report.

Severity : *Critical- Major- Minor*

Customer Name:
Customer contact mobile number:

Any Message receive from Infinity TXT mobile marketing solutions (ITMMS) gateway:

Name of Campaign:
Name of Group:
Date & Time when error occurred:

Simple write-up on error scenario :



2.2 The Customer shall always clearly state in their fault report, a category of the problem based on the descriptions below. Infinity TXT mobile marketing solutions (ITMMS) will endeavour to restore the fault within timelines based on the severity of the event. The commitment will also be subject to the timely response from other Network Operators

Priority	Problem Description
Critical Restoration : ASAP	Service interruption is severe and affects current campaign transactions. Customer will be updated each subsequent hour.
Major Restoration : 2 hours	Service interruption is significant and affects pre campaign set up for future date and time. Customer will be updated each subsequent 2 hours.
Minor Restoration : 24 hours	Service interruption is slight and negligible but an inquiry is being requested to confirm details of some transactions. Customer will be updated within 24 hours.

2.3 Upon receiving a fault report, Infinity TXT mobile marketing solutions (ITMMS) will acknowledge by email and respond to the event within 15 minutes.

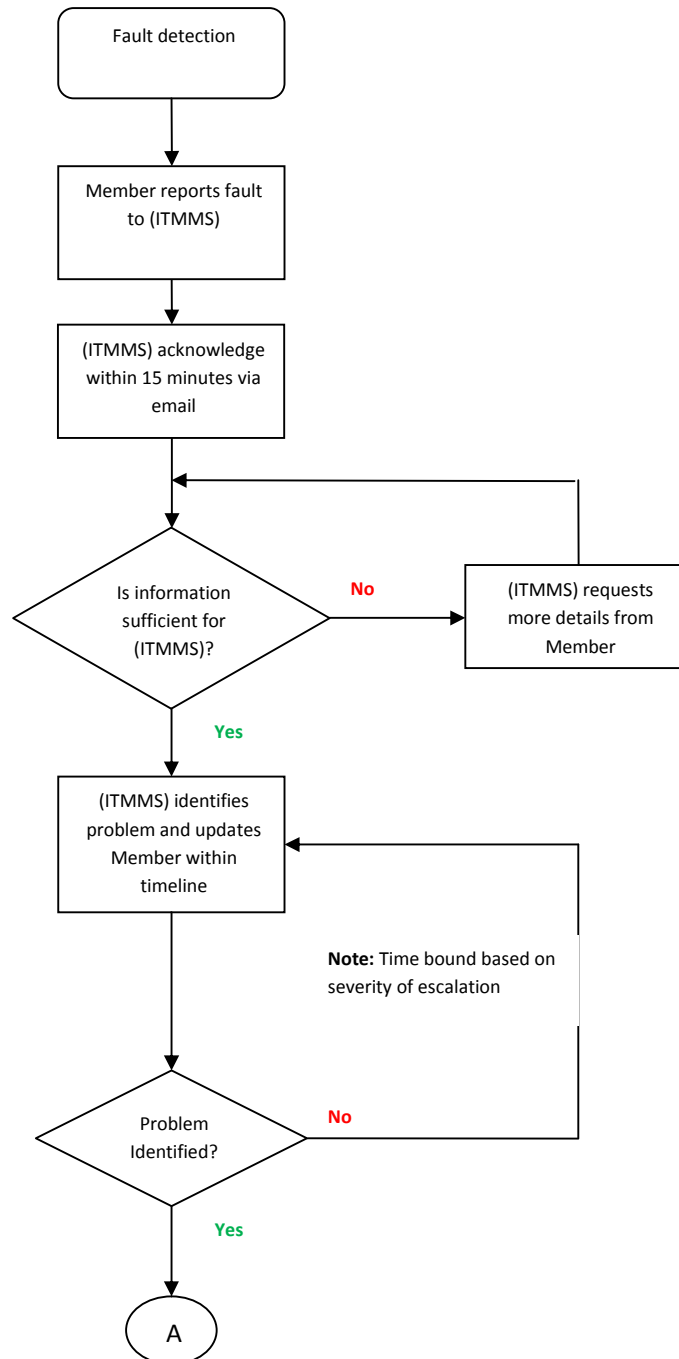
2.4 For trouble-shooting efficiency, Infinity TXT mobile marketing solutions (ITMMS) reserves the right to request customer to re-initiate attempts of submitting transactions. The frequency of such tests will be based on mutual agreement.

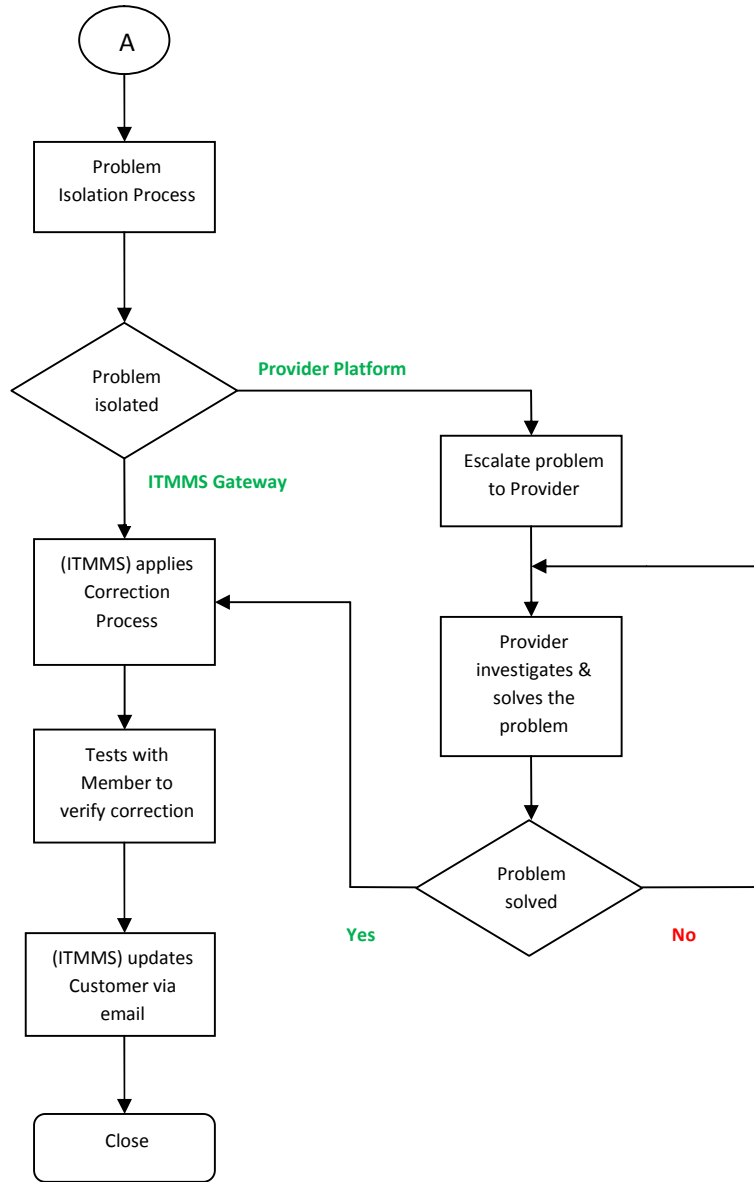
2.5 In the event that an immediate solution is not available, Infinity TXT mobile marketing solutions (ITMMS) will propose a workaround which may or may not affect the pre-agreed agreement.

2.6 For Service interruptions detected by Infinity TXT mobile marketing solutions (ITMMS), an alert will be sent to the Customer via **email notification** with details of service impact and event time. Upon restoration, the email will be updated with fault restoration details.

2.7 For Planned Maintenance which is carried out by Infinity TXT mobile marketing solutions (ITMMS), an advanced notice will be emailed to customers up to 7 days before the scheduled activity.

Appendix A: Fault Management Process Flow







Escalation Paths

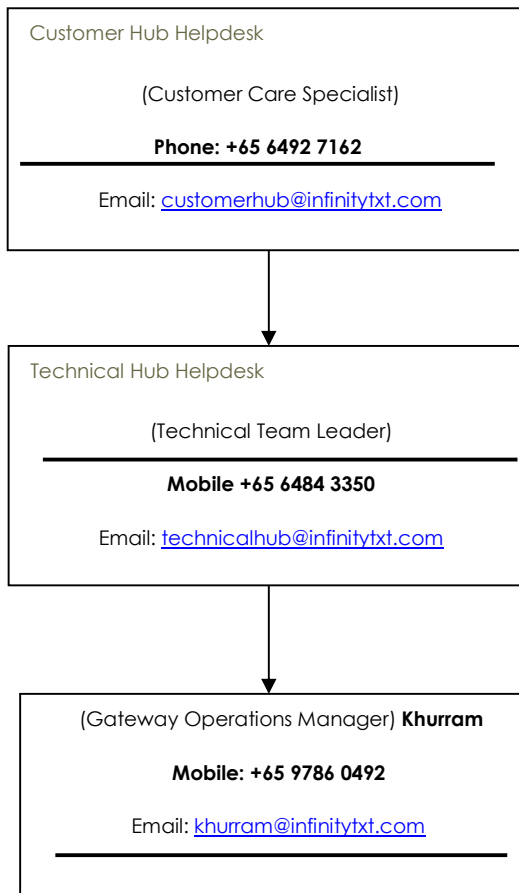
Infinity TXT mobile marketing solutions (ITMMS) Customer Hub Helpdesk: customerhub@infinitytxt.com

Customer Hub support on all enquiries:

Monday to Friday 9.00am to 6.00pm

Saturday 9.00am to 12 Midday

Email Contact: customerhub@infinitytxt.com





Infinity TXT mobile marketing solutions (ITMMS) Contacts

Escalation Levels	Contact Name	Contact Position	Mobile and Email
1 st Level	Khurram Hamid	Company Director Enggsol Pte Ltd	+65 9786 0492 khurram@infinitytxt.com
2 nd Level	Faiza Daud	Business Manager Enggsol Pte Ltd	+65 9850 1101 faiza@infinitytxt.com