Service Level Agreement
Global Product Support
Mission: To provide effective solutions with confidence and passion to create customers for life.
Vision: Our customers experience sets the standard by which all other customer service is measured.
1. What is a Service Level Agreement? .............................................4
2. What are the terms and conditions of the agreement? ...............4
3. How do I contact your Support Centers, and what are their hours of operation? ...........................................................5
4. What products are supported? ....................................................6
5. How are issues handled, and what are the escalation procedures? .................................................................................6
6. What is the Customer Response Team (CRT) Escalation Process? .....................................................................................9
7. What is the SWAT Process? ........................................................10
8. What are your case resolution and response time targets? .........12
10. Who should I call with compliments or complaints? ..............13
11. How are defects and enhancement requests handled? .............14
12. What is your disaster recovery process and when is it used? .....14
13. Where should I go for other business questions? .....................15
1. What is a Service Level Agreement?
A Service Level Agreement defines the who, what, when, where and how product support will be delivered to you. This agreement sets expectations for both Schneider Electric and our customers.

2. What are the terms and conditions of the agreement?
The parties to this agreement are Schneider Electric’s Building Business Product Support Services, and our Partners, Branches, and Business Units as defined by Schneider Electric.

**Effective**
This agreement commences on the effective date below, and remains in effect until it is amended or re-written.

**Effective date:** 30 March 2008

**Agreement Review**
This document will be reviewed annually. However, the failure of Schneider Electric or our customers to review this agreement will not affect the validity of this document.

**Most recent review:** 1 January 2011
The agreement may be modified if a customer submits a written change request. The change request will be reviewed, approved, and signed by all affected Schneider Electric Product Support Managers.
3. How do I contact your Support Centers, and what are their hours of operation?

Please visit our Product Support microsite (http://support.buildings.schneider-electric.com) on our extranet for links to our Product Support Teams. Here you will find hours of operation, emergency contact information (where applicable) and other important information. You will also find links to technical information: Lessons Learned, Articles, TPAs and more. Here is a quick reference guide to our Product Support Centers.

**Andover Continuum™**
Boston, MA, USA  
+1.978.975.9508

**Satchwell Sigma™**
& **Satchwell MicroNet™**
London, UK  
+44.1628.741147

**TAC I/A Series™ & Field Devices**
Rockford, IL, USA  
+1.888.444.1311

**TAC Vista™ & TAC I/NET™**
Americas Support  
Dallas, TX, USA  
+1.800.830.1274

Europe Support  
Malmö, Sweden  
+46.40.38.69.00

**Asia Pacific**
Use current regional/local phone numbers  
Asia Pacific supports: Andover Continuum, TAC I/A Series, TAC I/NET, and TAC Vista

Email us at: product.support@buildings.schneider-electric.com
4. What products are supported?

We support Andover Continuum, TAC Vista, TAC I/A Series, TAC I/NET, Field Devices, Satchwell MicroNet, Satchwell Sigma, and other legacy products.

Product Support Services supports three classes of products:

Class 1 – Schneider Electric Manufactured (Hardware controllers, software, etc.)

Class 2 – Schneider Electric Branded Product (Sensors, actuators, etc.)

Class 3 – Non-Branded, Non Schneider Electric manufactured products, third-party deliverables. (For example: Lexmark Printers, Data Card Software/Printers, NL220, Lon Maker, Tridium Software. etc.)

Note: Product Support Services may provide you with limited support on Class 3 products. However, we reserve the right to refer you to the third-party service provider for additional help.

5. How are issues handled, and what are the escalation procedures?

Product Support Services uses a Customer Relationship Management (CRM) software package to log, track, and report case resolutions. Product Support Services uses three processes to manage case resolution: Product Support Escalation Procedures (PSEP), Customer Response Team (CRT), and SWAT.
We use the following process flow to handle normal case escalation.

**Product Support Escalation Procedures**

1. **Contact with PSS**  
   - **Email / Phone / Fax**  
   - A case number is generated and assigned to one of our Engineers. You will be contacted within one business day.

2. **Issue Verification**  
   - **Case Resolution or Escalation**  
   - Working with you we will make every effort to resolve your issue within 10 business days or less.

3. **R&D / Engineering**  
   - **Case Resolution or Escalation**  
   - **Customer Contacted**  
   - When a product defect is determined or simulated, your case will be escalated to R&D. You will be contacted when product resolution will be released.

4. **Product Support Manager**  
   - **Contacted**  
   - **As a last resort, Site Visit**  
   - **If necessary**  
   - If, within a reasonable amount of time (10 – 15 business days) you are still not satisfied with the progress of your case, please contact your Product Support Manager to discuss options. As a last resort, Schneider Electric reserves the right to visit your site for product related issues.
“Develop a passion for learning. If you do, you’ll never cease to grow.”

-Anthony J. D’Angelo
6. What is the Customer Response Team (CRT) Escalation Process?

The process used to reach the CRT is the normal Product Support Escalation Process (PSEP).

**Customer Response Team (CRT) Escalation Process**

- **Entry Level**
  - Product Support Escalation Process

- **Escalation Process**
  - Customer Response Team (CRT) Issue Escalation
    - Your issue may be escalated to CRT. This team meets monthly to prioritize and address urgent Customer issues

- **Corrective Actions**
  - Branch or Partner responsible for providing Site Data; Remote Connection preferred (VPN or Dial)
  - Lab Simulations
  - Site Visit for Product Issues (last resort)

- **Issue Resolved**
  - Hotfix, Service Pack, or Sustaining Release
  - Case Closure Email & TPA
7. What is the SWAT Process?

In order to provide the most effective support possible, we have developed a process to identify and fast-track critical issues that require on-site assistance. This escalation process can be initiated by SI Vice Presidents or Branch Managers, SI Regional Operations Management, the Vice President of Partners, or Partner Regional Sales Management. Once the process is initiated, the product support case may be submitted for a SWAT Management Team Review. If the review team determines that an on-site visit is necessary, a SWAT team is deployed to the customer site. The operation includes direct participation from PSS, TTS, R&D and the SI Branch or Partner. All parties work together to resolve the issue expeditiously.

Cases can be elevated to the SWAT Management Review Team by sending an email to us.swat@buildings.schneider-electric.com, or emea.swat@buildings.schneider-electric.com. SWAT services in Asia Pacific are scheduled to be available in late 2011/early 2012.
PSS Escalation Procedure
Tracking 5-15 days

Continue PSS Lv2 Process

SWAT Review Team
30 days

CRT Process

Branch Mgrs.
Partner Regional Sales Mgrs.
Regional Operations Mgrs.

Deploy Team Onsite

R&D Support

Issue Resolved
8. What are your case resolution and response time targets?

We have defined target metrics to ensure we resolve your case in a timely manner. These metrics are maintained and updated to ensure your satisfaction.

**One business day response rate** Target = 100%
You will be contacted within one business day after making contact with a support center.

**Less than five business days case closure rate** Target = 90%
It is our goal to close as many cases as possible within five business days or less. In the event that we are waiting for a response from you, we will make every effort to contact you on the fifth business day for resolution on the open case. The case will remain in an open status for an additional five business days. A case may be reopened at anytime at the request of the customer.

**Less than 15 business days case closure rate** Target = 95%
This is the industry standard target rate.

**Less than 30 business days case closure rate** Target = 100%
Cases that are awaiting R&D attention will remain in an open status until resolved or resolved by some other means.
9. How do you measure customer satisfaction?

We measure customer satisfaction by conducting and measuring event-driven online surveys. Upon closure of a case, online surveys are mailed to customers. (Note: customers receive no more than one survey in a 60 day period). Customers may also opt-out of receiving surveys.

We measure satisfaction with the product, quality and professionalism of support, response time, and more. Our goal is to identify areas of improvement that will increase satisfaction levels. Data from the surveys is collected and reviewed by the Vice President of Global Product Support and the Product Support Management Team. From this review, appropriate initiatives and action items are adopted.

We invite you to take the survey challenge if the opportunity arises. We take your feedback very seriously in guiding our decisions to provide you with responsive, reliable and efficient product support.

10. Who should I call with compliments or complaints?

Compliments or complaints should be first directed to the local Support Center Manager. This contact information can be found on our Product Support microsite (http://support.buildings.schneider-electric.com), or in section 3 of this document. If you are not satisfied with the Support Center Manager’s response, you can contact the Vice President of Global Product Support by requesting his contact information from the Support Center Manager.
11. How are defects and enhancement requests handled?

Product Defect:
If a product has been determined to have a defect in functionality, the defect will be reported to the appropriate R&D team through a standardized defect tracking process. The R&D department will evaluate, assign and prioritize corrective action if necessary.

Product Enhancement Requests:
Your request should be routed through your local Schneider Electric Sales Representative, who will pass your enhancement request on to our Product Management team for evaluation.

12. What is your disaster recovery process and when is it used?
Our disaster recovery process allows us to provide support to you even during bad weather or other unforeseen events.

A. Each regional support location acts as a secondary call support center to the other support centers.
B. Each center is capable of logging cases, recording case details, and routing calls as necessary to appropriate personnel.
C. Each support location has a local disaster recovery process plan in place that includes remote voicemail access, emergency on-call personnel (Americas locations only), and a message service.
13. Where should I go for other business questions?

Product Support Services does not handle business related issues for:

- Pricing, Delivery, Sales Orders, Order Status, Credits, Claims or Parts.

For these issues please contact the appropriate department or your local Schneider Electric Sales Representative.