

# Technical Support Policy

## Scope:

The Support Department's main goal is to assist any request, question and/or problem reported by our customers in order to collaborate during the experience with our DropControl solution.

## Requests Management

### Management system

Our technical support team has implemented an automated request management system which is administered by a ticketing platform. This platform can be accessed online to request assistance in order to resolve concerns and/or inconveniences associated with our products. Through this ticketing system, it is possible to check the current status or progress of a previously made request.

### Levels of Support

In order to resolve your requests, questions, or problems, your ticket can be escalated to experienced technicians as is needed. This is managed according to the complexity and nature of each ticket. The scope of each department is explained below.

Level 1 Support	Level 2 Support	Level 3 Support
It is the official support channel for customers and Field Techs of DropControl products. Responsible for handling requests and solving low and medium complexity problems. If a ticket cannot be resolved by this support level, it will be escalated to level 2.	More experienced support technicians, whose function is to assist level 1 technicians and handle escalated requests with level 3. If a ticket cannot be resolved by this level, it will be escalated to level 3.	Conformed by our Engineering Team. They are in charge of the developments and improvements for our products and solutions. They support our level 1 and level 2 teams when needed.

## Support channels:

### Phone:

Wiseconn Engineering has the following phone lines according to the country in which our technology is located.



#### Chile

[+56 2 26565003](tel:+56226565003)



#### Mexico

[+52 55 4170 8110](tel:+525541708110)



#### Peru

[+51 1 708 6110](tel:+5117086110)



#### United States

[+1 \(559\) 344-0800](tel:+15593440800)

[+1 \(559\) 272-4600](tel:+15592724600)

#### Attention Hours

8:00 a.m. to 7:45 p.m.

Santiago Time Zone

#### Attention Hours

8:30 a.m. to 6:00 p.m.

Sonora Time Zone

#### Attention Hours

8:00 a.m. to 6:15 p.m.

Lima Time Zone

#### Attention Hours

7:00 a.m. to 5:30 p.m.

Los Angeles Time Zone

### Ticketing:

Each request has a unique tracking number. The status of a request can be checked in our **Customer Portal**.



#### Chile - Mexico - Peru

[soporte.wiseconn.com](http://soporte.wiseconn.com)

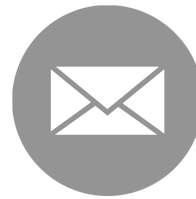


#### United States

[support.wiseconn.com](http://support.wiseconn.com)

## E-mail

Any email sent to our support address will automatically generate a ticket.



**Chile - Mexico - Peru**  
[sopORTE@wiseconn.cl](mailto:sopORTE@wiseconn.cl)



**United States**  
[support@wiseconn.com](mailto:support@wiseconn.com)

## Support SLAs:

- **First Response time:** Amount of time each agent has to confirm the reception of a ticket, which is set to a maximum of 1 business day. This time limit is standard and independent of the priority of the ticket.

Maximum first response time
1 business day.

- **Resolution time:** Amount of time each agent has to resolve the ticket. This is determined according to each ticket's priority.

## Maximum resolution time by priority:

Priority	Maximum resolution time
<b>Urgent</b>	2 business days
<b>High</b>	4 business days
<b>Medium</b>	6 business days
<b>Low</b>	10 business days

\* Business days: Monday-Friday.

\* For Peru and Mexico, business days will vary depending on Chile's holidays.

## Prioritization Rules

The criteria used to define priorities are described below:

- **Urgent**: Irrigation problem and/or control problem of a component operated by any of our solutions that cannot be operated in a different way. *e.g.: Valve operation problem related with the DropControl Hardware. This would mean that the customer must go to each valve in the field in order to operate them manually.*
- **High**: Irrigation problem and/or control problem of a component operated by any of our solutions that can be operated in a different way. *e.g.: Valve operation problem related with the DropControl Hardware, but there is an irrigation controller that is capable of controlling it. Therefore, the customer has an alternative to momentarily operate the system locally.*
- **Medium**: Monitoring problem. *e.g.: Loss of communication with the gateway node. This issue does not affect irrigation execution.*  
This priority could be changed to **High** depending on the context of the issue. *e.g.: Loss of communication with the gateway node during frost control season.*
- **Low**: Monitoring problem that occurred in the past which was already resolved. This means the sensor is currently monitoring, but there is a data gap that needs to be recovered. Minor requests will also be categorized at this level.