

HISPASAT CUSTOMER SERVICE PROCESS

July 2017



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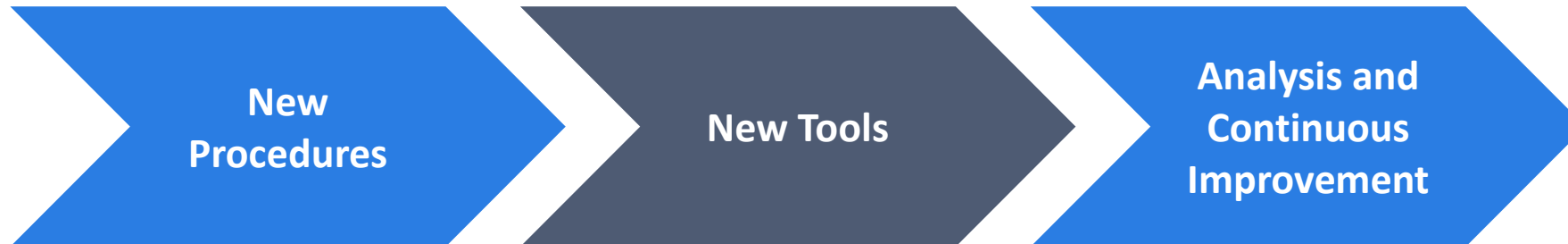
SERVICE QUALITY IMPROVEMENT PLAN

Introduction



As a result of HISPASAT's continuous improvement process, we have identified two areas of action in order to improve the quality of service for our customers:

- Processes and procedures
- Management tools



SERVICE QUALITY IMPROVEMENT PLAN

New Procedures: Customer Service Process



- Updates different actions aimed at managing complaints, incidents, claims, suggestions and other activities related to the business.
- Organises the inflow of customer requests through a single channel: a global ticketing tool.
- Requests are channelled via the “Call Center” or the WEB portal, which receive, record, classify and distribute these requests within HISPASAT’s unified ticketing system.
- Assigns and transfers requests to the relevant department (business, sales, administrative, legal, operations, engineering, etc.) to be processed and resolved.
- Defines the criticality and escalation criteria based on ticket type.
- Organises communications with customers during the entire resolution process and defines notifications and reports as soon as a ticket is opened and until it is closed, both internally and on the customer side.

SERVICE QUALITY IMPROVEMENT PLAN

Tools: Globalised Unified Ticketing System



- 24x7x365 Call Center service: guarantees all calls are answered, registered and processed. Improves the efficiency of network operation centers (NOCs) by transferring relevant calls only.
- Means of communication with the system:
 - Local telephone numbers in 17 countries
 - E-mail: callcenter@hispasat.es
 - WEB Portal, URL: <https://contactcenter.hispasat.es>
- Unified ticketing tool for managing customer requests, suggestions, complaints, incidents, claims or other matters related to the service.

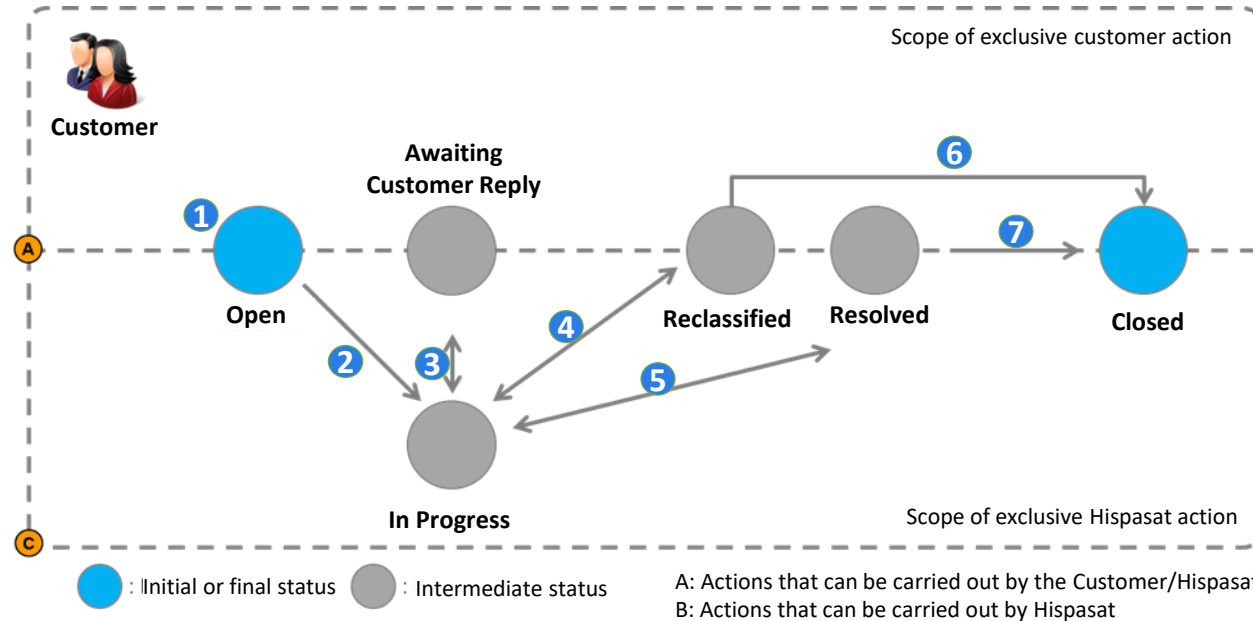
SERVICE QUALITY IMPROVEMENT PLAN

Ticket

- “Tickets” are a tool for tracking issues in different areas: management/billing, contractual/legal, business/sales, customer service, operations.
- As of the moment tickets are opened, work is done until the problem is solved by notifying changes of status and the existence of new notes within the ticket.
- Tickets are closed after passing through the resolved status with the customer’s agreement, and after a certain period of time (seven days) they are closed by the system automatically.
- Tickets can be queried at any time.
- Ticket Types:
 - Suggestion
 - Complaint
 - Incident
 - Claim
 - Request for Information
 - Operational matters
 - Others

GLOBAL TICKETING SYSTEM

Ticket Lifecycle



Status changes are automatically communicated to customers via email.

1 The Call center (CRM), customer (web portal) and operating platforms open tickets.

2 As soon as the relevant department of the Hispasat Group begins working on the resolution of the ticket, the status changes to "In Progress".

3 If more information is needed to resolve the ticket, the agent working on the resolution of the ticket changes the status to "Awaiting Customer Reply" and contacts the customer. Once the information is received, the status once again changes to "In Progress".

4 If Hispasat's agent is working on the resolution of a ticket that is not properly classified by the customer (when the ticket is not actually a ticket or should be resolved by another department) the status changes to Reclassified and a public note is added explaining the reason for the reclassification.

5 If Hispasat's agent considers that the ticket has been resolved, the status changes to "Resolved".

6 If the customer agrees with the reclassification or the resolution of the ticket, the ticket is closed; If not, customers can change the status to "In Progress", explaining the reason.

If the ticket has not been closed in seven days after it has already been resolved, it will be closed automatically.

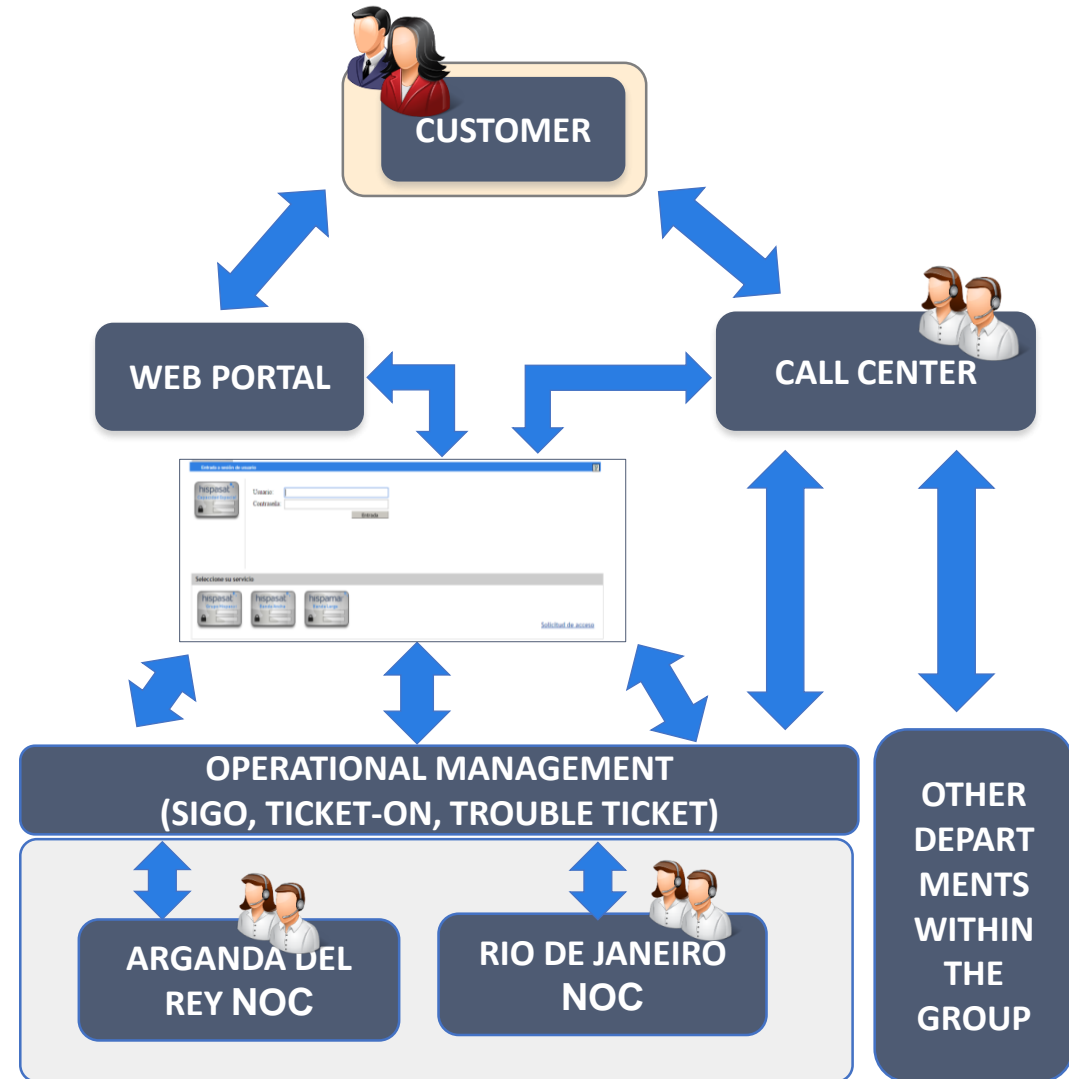
HISPASAT ACCESS SYSTEM

Features

Access to HISPASAT is carried out via the call center or via direct WEB access:

- Access to the global ticketing system.
- Access to network operation centers in Arganda and Rio de Janeiro (NOCs).
- Automatic notifications of ticket status changes.
- Alerts for general incidents, scheduled work.

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CUSTOMER SERVICE

Telephone Access / E-mails to HISPASAT

- 24x7 Telephone support (Spanish, Portuguese, English).
- Local telephone numbers available in 17 countries.
- This improves queue management.
- E-mail: callcenter@hispasat.es



TELEPHONE SERVICE

Access to the call center: telephone numbers



Spain	+34 910 609 862	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA or RIO
	+34 910 609 851	ALIGNMENTS	ARGANDA
	+34 910 604 825	ALIGNMENTS	ARGANDA
	+34 911 939 689	OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
Brazil	0800 282 9488 (TOLL FREE)	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA or RIO
	0800 888 5871 (TOLL FREE)	ALIGNMENTS/ BOOKING	RIO
	+55 21 3266 8154	ALIGNMENTS/ BOOKING	RIO
	+55 21 3266 8155	ALIGNMENTS	RIO
	+55 21 3266 8156	ALIGNMENTS	RIO
Argentina	+54 11 5217 0785	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Belgium	+32 2 588 20 76	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Chile	+56 2 2898 8247	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Colombia	+57 1 344 1796	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
	+57 1 381 9931	GUIDELINES	ARGANDA BROADBAND
France	+33 1 83 75 34 86	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO

TELEPHONE SERVICE

Access to the call center: telephone numbers



Israel	+97 233 741 329	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Italy	+39 06 94 80 30 32	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Mexico	+52 55 417 08 124	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA or RIO
	+52 55 852 61 120	ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
Peru	+51 1 6419248	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Portugal	+351 30 040 4466	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
Switzerland	+41 435 081 883	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
United Kingdom	+44 207 04 84 085	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information)	ARGANDA or RIO

TELEPHONE SERVICE

Access to the call center: telephone numbers



United States	+1 202 629 91 26		ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
	Washington	+1 202 499 14 47	CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO
	New York	+1 718 208 18 76	ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
	Los Ángeles	+1 213 293 36 70	ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
	Miami	+1 786 233 64 26	ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA
Venezuela	+58 212 7719067		CUSTOMER SERVICE - CALL CENTER (Incidents, operational matters, suggestions, complaints, requests for information) ALIGNMENTS OCCASIONAL SERVICE RESERVATION MANAGEMENT / BOOKING	ARGANDA or RIO

WEB ACCESS

URL



URL: <https://contactcenter.hispasat.es>

- Access with “user-id” y “password” for registered customers:
- Select:
 - Space capacity
 - Broadband (Hispasat Europa, LATAM).
 - Broadband (Hispamar Brasil).
- Tool features:
 - Create tickets
 - Search tickets
 - Access to operating platforms

NOCs

Group Network Operation Centers



- HISPASAT has two 24x7 network operation centers (NOCs) for the services it provides (space capacity, broadband) located in:
 - Arganda del Rey (Spain)
 - Rio de Janeiro (Brazil)
- Space capacity: 24x7 Network Operations Center for the management of space capacity of the fleet of satellites in different orbital positions and customer service/support:
 - Access to space capacity (lineup/linedown, P&P)
 - Signal monitoring
 - Interference detection
 - Troubleshooting
 - Space capacity booking (occasional services)
- Broadband: Operational centers for satellite broadband service platforms and customer service / ISPs:
 - Monitoring of broadband services
 - Provision of services
 - Troubleshooting

CUSTOMER REGISTRATION

To optimise our service with the new access system



- Customers, companies and their contacts must be properly registered in our databases.
- Well identified and registered points of contact (generic e-mail accounts) for each department (business, sales, administration, legal, operations, engineering).
 - Improves the internal management of the distribution list
 - No need for multiple e-mails.
- They must know the NOC (Arganda del Rey / Rio de Janeiro) with which they will operate their services.
- Need to provide/confirm customer data prior to the entry into operation of the ticketing system and Call Center.

ADDITIONAL INFORMATION

Questions?



- A detailed user manual will be provided.
- For further information, contact your Group sales manager or the Service Quality department.

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Service Quality

HISPASAT

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