

## Solera Fleet Product Support Guide

Thank you for choosing Solera's products to help improve your fleet's productivity, reliability, safety, and compliance.

Our Product Support team is committed to delivering responsive, professional support focused on three core areas:

**People** – Our support organization is staffed by product specialists, many of whom bring field consulting and industry experience.

We provide ongoing training to help ensure our teams remain current with evolving technologies, product capabilities, and industry's best practices.

Members of our management team hold certifications from recognized industry programs, including ITIL, HDI, and Knowledge-Centered Service.

**Technology** – We use remote diagnostic tools, customer communication platforms, satisfaction surveys, and support center technologies to help make incident resolution as efficient and effective as possible.

**Quality** – We continuously review and improve our customer interactions and support processes to provide timely, friendly, and accurate responses.

Product Support uses customer surveys, case reviews, call monitoring, and feedback analysis to help maintain and improve service quality.

### When to Contact Product Support

During implementation, your account will be assigned a Project Manager or Implementation Consultant who will serve as your primary contact until the project is completed and formally transitioned to your Account Team.

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## Support Hours of Operation

Product Support is available 24x7x365. Standard business-hour support for non-critical issues is available Monday through Friday, 6:00 AM to 6:30 PM Central Time.

After-hours, U.S. holiday, and weekend support is provided through on-call coverage for Critical or Severity 1 events, such as production systems that are unavailable or significantly impacted.

## Before Contacting Product Support

Before opening a support case, please review the following checklist:

- Confirm database or network connectivity with your organization's IT department and determine whether the issue can be reproduced on another workstation.
- Does rebooting or relaunching the application or website resolve the issue

When opening a support case, please have the following information available:

- Screenshots or supporting documentation, when available.
- Affected hardware details, if applicable, such as IVG unit address number or display serial number.
- For issues involving a third-party vendor, such as Drivewyze, provide any troubleshooting steps already completed before contacting Solera Support.

## Solera Fleet Support Portal

Our recommended method of engaging with the Solera Fleet Support team is via our Support Portal located at <https://fleetportal.solera.com>. This portal provides access to view, edit and create new support cases for your organization. It also allows users to subscribe contacts to product notifications and to use our extensive Knowledge Base for self-service.

If you do not have access to this portal, you can contact your Account Manager, Customer Success Manager or support to gain access.

## Email Support

For questions or issues, please use the appropriate support email address below:

**IVG related Support:** [ESSupport@solera.com](mailto:ESSupport@solera.com)

**Omnitracs One and Roadnet Anywhere:** [OT1Support@solera.com](mailto:OT1Support@solera.com)

**SmartDrive:** [SmartdriveSupport@solera.com](mailto:SmartdriveSupport@solera.com)

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**XRS:** [XRSSupport@solera.com](mailto:XRSSupport@solera.com)

Emails sent to these addresses automatically create a support case. You will receive an email confirmation with the case number for reference. Please reply to that confirmation email for future correspondence on the same issue so the case's history and routing information remain intact. Customers will be notified of case resolution status by email and/or phone.

## Telephone Support

Product Support is available by phone at **1.800.541.7490**. Please select the appropriate phone menu option to reach the applicable support team.

## Customer Success (SMB customers only)

For procedural, licensing, order, cabling, and installation assistance, SMB customers may contact Customer Success at [CSMHelp@omnitracs.com](mailto:CSMHelp@omnitracs.com). Enterprise and Strategic accounts should contact their assigned Customer Success Manager or Account Manager.

## Product Upgrades

Solera regularly releases firmware and host updates that include product enhancements, new capabilities, and defect corrections. Service Releases may also be issued periodically to deliver minor enhancements or bug fixes for online products and services.

In addition, Solera reserves maintenance windows for proactive system and hardware maintenance.

We make reasonable efforts to minimize the frequency, duration, and operational impact of scheduled maintenance and to notify customers in advance of planned service interruptions.

## Maintenance Notifications

To receive advance notice of scheduled maintenance, contact Product Support or your customer success manager and ask to have maintenance notifications enabled for the appropriate company contacts.

## Product Support Case Resolution Process

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Regardless of contact method, each Product Support inquiry is assigned a unique case number, which will be emailed to you for tracking and reference.

If multiple issues are reported, a separate case number will be created for each item. To avoid confusion, please submit separate issues in distinct email threads.

Some issues require additional research and investigation. Each case will be assessed and assigned a severity level based on the following criteria:

**Severity 1:** A production system is unavailable or substantially impacted with no immediate workaround.

Your organization should keep an appropriate representative available to provide requested information, such as logs or remote access, until the issue is resolved or a workaround is established.

**Severity 2:** A production system is moderately impacted, but a workaround exists or the issue is not causing a major outage.

**Severity 3:** The issue does not have a significant or immediate production impact.

Examples include software defects, usability questions, or enhancement requests for consideration in a future release.

## Service Level Priorities and Case Escalation

| Service Level Priority | Severity | Initial Response During Business Hours | Initial Response Outside Business Hours | Communication Cadence Until Resolution, Workaround, or Release Identified                              |
|------------------------|----------|----------------------------------------|-----------------------------------------|--------------------------------------------------------------------------------------------------------|
| 1                      | High     | 1 hour                                 | 2 hours                                 | 1–2 updates per business day until a resolution or workaround is identified.                           |
| 2                      | Medium   | 1 business day                         | 1 business day                          | At least weekly while the case is with Support, and at major milestones when escalated to Engineering. |
| 3                      | Low      | 1 business day                         | 2 business days                         | Updates provided at major milestones in the resolution process.                                        |

High-severity issues should always be reported by phone to help ensure the fastest response.

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If an issue cannot be resolved by Tier 1 Support, all relevant case details will be transferred to Tier 2 Support for continued investigation.

If needed, the case may be escalated to Engineering for further review. Engineering items are prioritized based on severity and other operational factors.

You will receive a case number for reference and updates at major milestones throughout the resolution process.

Please note: While Solera will make reasonable efforts to meet the response priorities above, **response timeframes are not resolution commitments.**

## Escalation Process

To escalate a support case, contact the Operations Management team at [escalation@omnitracs.com](mailto:escalation@omnitracs.com). This address will go to our 24x7x365 support management team, and you should be contacted within approximately 15 minutes.

Please include your case number and copy your assigned Account Manager or Customer Success Manager, if applicable.

## Product Feedback

As a solutions provider, Solera values customer feedback on our products and services.

Our Product Feedback committee periodically reviews submitted feedback for potential consideration in future software releases.

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