Delivery Assurance Plan (DAP)

In the event of service degradation, Boostlingo may enable temporary alternate services to facilitate calls. For most callers, this will be enabled automatically. For users accessing OPI and VRI services via the web or mobile apps please refer to the action plan below. For your customers that use landline, we are putting a system in place to ensure that their calls will connect automatically with no new numbers or pins that need to be distributed.

We suggest that all system administrators subscribe to our status page to ensure timely notification of any system and service concerns, updates, or information.
Status.Boostlingo.com

> **To subscribe:** Navigate to status.boostlingo.com > click **Subscribe to Updates** > Select either email, text, or slack updates and enter your details.

In case of any issues or questions, please don't hesitate to contact Boostlingo Customer Support (support@boostlingo.com) for assistance.

Administrator Preparation

We advise that Administrators take the following steps to prepare in case of service degradation:

1. Document the default IVR number for your system.

   a. Navigate to Configuration > Company > Quick Dials and note the IVR Phone Number

2. Identify your top accounts using VRI and note a PIN number for each. (We suggest a root administrator, but any PIN number associated with that account will work)

   a. Navigate to Members > Accounts > Search for the account you need and click on it

3. Identify your top accounts using web or mobile apps for OPI and note a PIN number for each. (We suggest a root administrator, but any PIN number associated with that account will work)

   a. Navigate to Members > Accounts > Search for the account you need and click on it

4. Keep a record of these details outside of Boostlingo.

Action Plan: Service Degradation

If Customers Report Issues

1. **Troubleshooting**: Perform basic troubleshooting steps to rule out any local issues. This includes checking your internet connection, restarting your device, clearing cache and cookies, or using an alternative web browser. If the problem persists, proceed to the next step. Troubleshooting Tips

2. **Check System Status**: Visit Boostlingo's official status page for any updates or announcements regarding the service degradation. We may provide information about the cause of the issue, estimated resolution time, or any temporary workarounds. status.boostlingo.com

3. **Contact Boostlingo Support**: Reach out to Boostlingo Customer Support (support@boostlingo.com) immediately to report the service degradation. Provide them with detailed information about the problem you are facing, including any error messages or unusual behavior you have observed. They will assist you in resolving the issue or provide guidance on alternative communication methods if necessary.

4. **Service Degradation Confirmed:** Boostlingo may enable temporary alternate services to facilitate calls.

    a. Users who access the system via IVR can continue to use their standard workflow.

    b. If VRI services are not available, users can access the alternate service by dialing an IVR number to reach an OPI interpreter.

        i. We suggest that you provide VRI users with the default IVR number from your system and a PIN tied to their account.

    c. If a customer typically accesses OPI via the web or mobile apps, they can access alternate service by dialing an IVR number to reach an OPI interpreter.

        i. We suggest that you provide VRI users with the default IVR number from your system and a PIN tied to their account.

5. **Regularly Check for Updates**: Stay updated with any notifications or alerts from Boostlingo regarding the progress of the service restoration. Pay attention to the official communication channels including status page posts and emails from the Support Team.

6. **Follow-up:** Boostlingo will prioritize restoring services first, and then work to

identify and resolve any underlying causes. The final status page update will take place 24- 48 hours after resolution and include a post-mortem.

Instructions to Access Boostlingo During a Confirmed Incident

Share these instructions with your requestors that typically access the system via web or mobile apps. Requestors who typically use IVR can continue using their standard workflow.

1. Dial this number to reach an over the phone interpreter [INSERT IVR NUMBER FOR THIS ACCOUNT]

2. If prompted, enter the following PIN [INSERT PIN FOR THIS ACCOUNT]

3. If prompted, speak any important business information related to the call (for example, caller name, case ID number, department, etc)

Information on Billing after alternative calling was enabled

All calls will require at least 1 billing cycle to reconcile and get reported to you and your clients through our Accounting team.