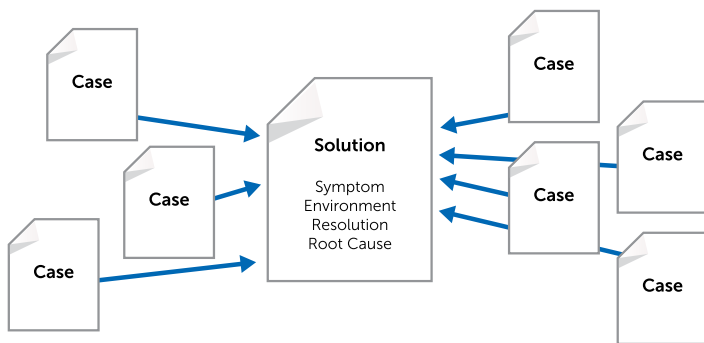


Knowledge-Centric Service

At Imagine Communications, we strive to provide an outstanding Service experience to each and every customer, whether it is answering a simple question or supporting a complex technology rollout. As part of this endeavor, we have embraced the concept of Knowledge-Centric Service — what is learned from each customer experience is turned into knowledge that becomes actionable information in our Customer Community Knowledge Base.

We do this by ensuring that every case results in one of 3 things before it can be closed:

- Creation of new knowledge
- Modification of existing knowledge
- Referral to existing knowledge



"Imagine's commitment to Knowledge-Centric Service is already enabling our clients to have a stronger customer experience, faster resolution times, and more value from their Imagine technology. The feedback has been fantastic, and customers are enjoying a new, tighter relationship with Imagine through knowledge."

— *Ajay Kapoor, Vice President Global Customer Experience*

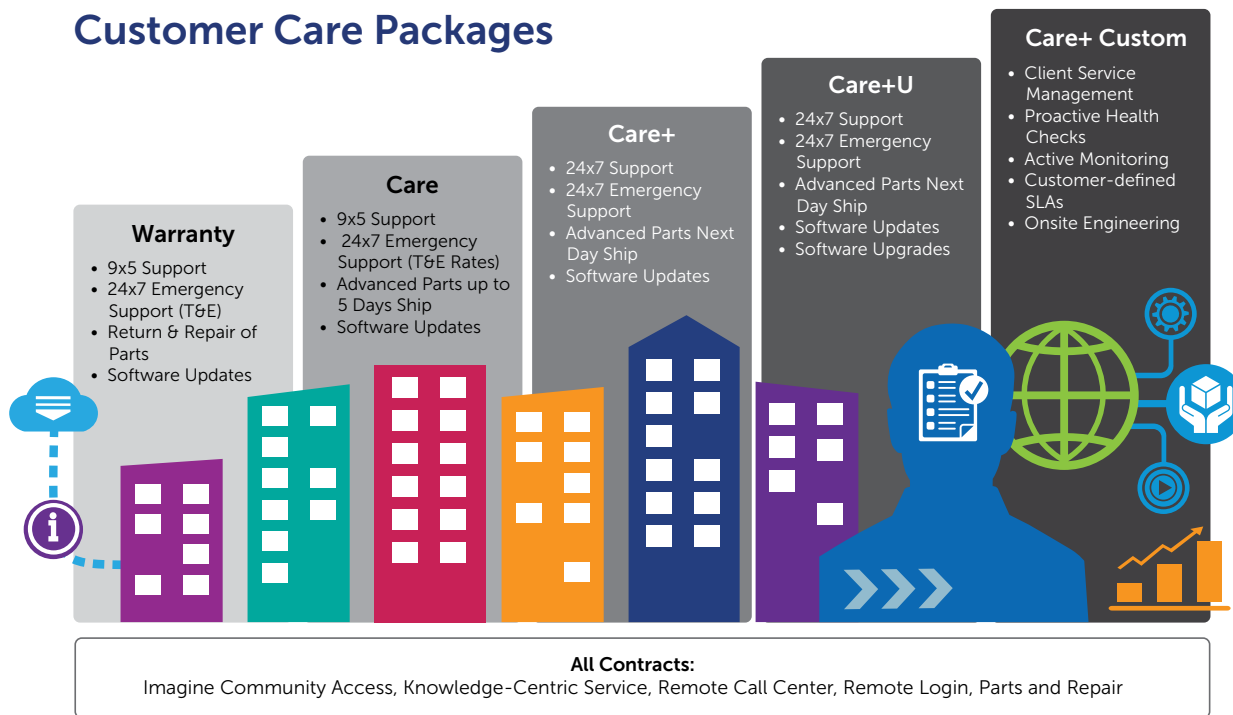


Our customers benefit from

- Learning from every case or issue that any customer raises
- The constant refinement of knowledge to help provide them with usable information
- Increased value of their workforce as they learn more and more
- Improved return on the investment of their products as they learn the technologies at operational depth
- Proactive communication of known issues or problem areas
- Access to Imagine's highly skilled support teams empowered to focus on new customer issues while more common problems are resolved through the Knowledge-Base

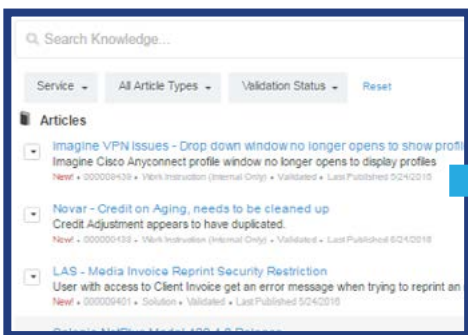
Knowledge-Centric Service is a core component of our comprehensive MyImagine Care Packages. To ensure that you can leverage this powerful tool, please contact Imagine Communications for your Care Package Options, which include:

- Imagine Community Access
- Knowledge-Centric Service
- Remote Call Center
- Remote Login
- Parts and Repair

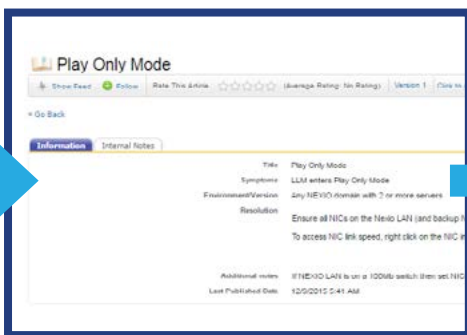


The Consortium for Service Innovation shows that Knowledge-Centric Service enables companies to solve customer Cases and Incidents much faster – 50-60% improved time to resolution and 30-50% increase in first contact resolution.

Knowledge Base



Knowledge Entry



Knowledge re-use in the Community

Case Number	Date/Time Opened	Status
00274498	Fri May 20 10:56:21 GMT 2016	Pending Extension
00271631	Wed May 04 13:21:18 GMT 2016	Pending Extension
00268673	Sat Apr 16 02:20:57 GMT 2016	Closed
00185895	Tue Sep 08 10:57:49 GMT 2015	Closed
00268654	Fri Apr 15 21:54:46 GMT 2016	Closed
00267480	Tue Apr 12 14:24:12 GMT 2016	Closed
00268216	Tue Apr 05 14:12:34 GMT 2016	Pending Part
00267849	Tue Mar 01 13:35:34 GMT 2016	Closed
00262112	Sat Mar 12 09:26:38 GMT 2016	Closed
00201973	Sat Nov 21 00:37:44 GMT 2015	Closed
00261166	Wed Mar 09 12:50:24 GMT 2016	Closed
00267439	Fri Feb 26 17:25:37 GMT 2016	Closed
00266537	Tue Feb 23 11:32:06 GMT 2016	Closed