# Spare: Urgent Escalation Procedures

1. Internal Escalation Procedure
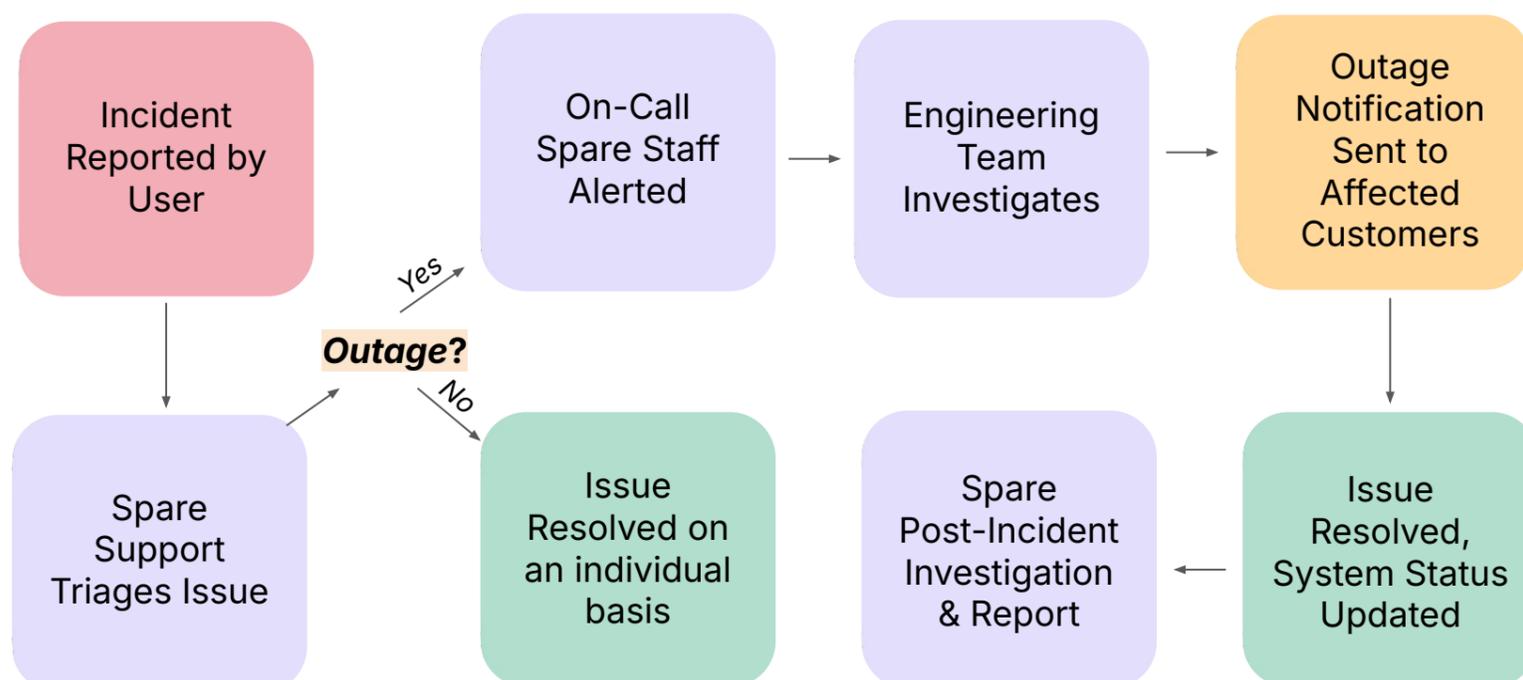
1. Reach out to Spare via live chat or email (support@spare.com). Outline the issue that you are experiencing and provide information such as links, screenshots, and other relevant information that can aid in diagnosis.
2. The Spare representative will verify the information presented to them, attempt to reproduce the issue, and then troubleshoot with the reporting user to try to resolve the issue.
3. If the issue being reported is something that is preventing the customer from booking new trips, editing or canceling existing trips, completing trips, creating or managing time-sensitive duties, or accessing the platform, then an outage can be triggered.
4. When an outage is triggered, an alert is sent to an on-call member of Spare's engineering team. On average, on-call alerts are acknowledged within 5 minutes.
5. The engineer assigned to the outage will triage the issue and begin investigating.
6. An internal communications channel will be automatically created to provide a central location for outage communications.
7. If the issue is triaged and determined to be a true outage, an email communication will be sent to customer outage contacts and the Spare system status page (sparestatus.com) is updated with details.
8. Once the issue has been resolved, a follow-up email will be sent to customer outage contacts and the system status page will be updated.
9. The next business day, a post-mortem will be carried out by our engineering team to identify the root cause of the issue and what preventative measures Spare will take to prevent similar issues from recurring.

2. Spare's Status Page

1. Spare's [status page](#) is a reliable source for users to see the status and performance of our platforms (Admin Portal, Driver application, Rider application & API).
2. It includes live and historic data showing system uptime as well as any outage events, their descriptions, duration, as well as resolution and post-mortem details.
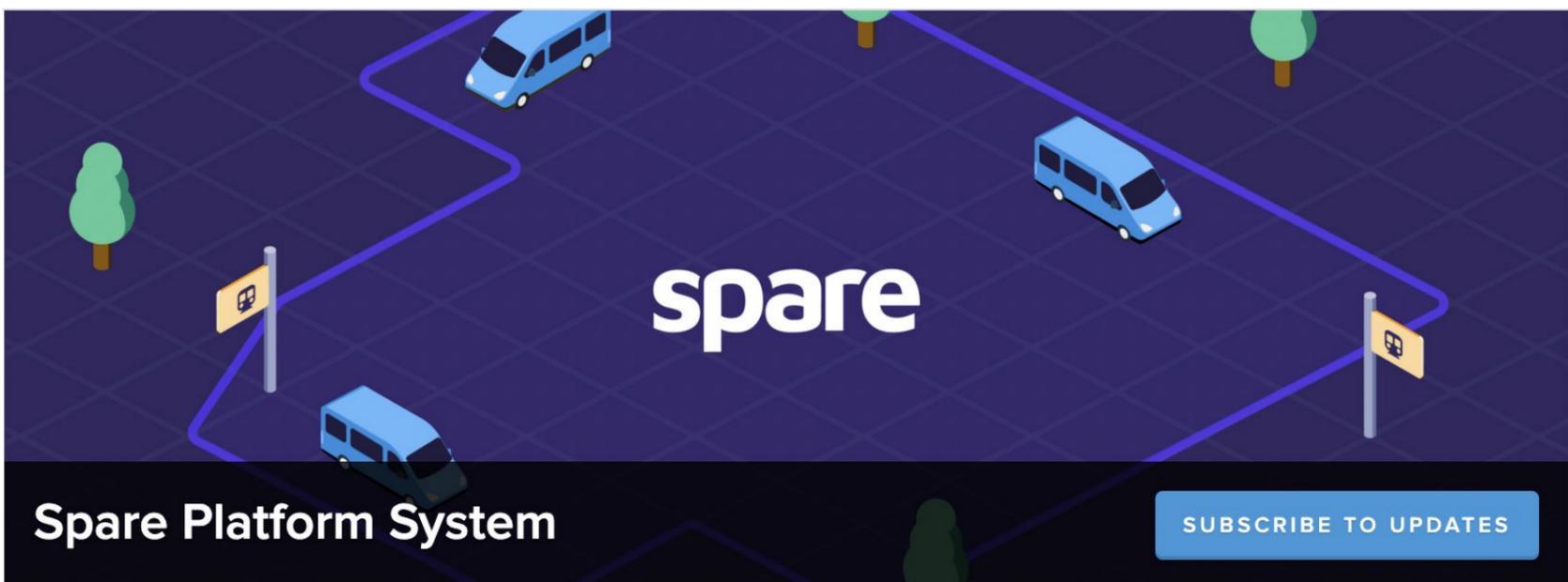
All Systems Operational

Uptime over the past 90 days. View historical uptime.

Administrator Portal   Operational

90 days ago ———————————— 99.93 % uptime ———————————— Today

Spare Driver Application   Operational

99.93 % uptime ———————————— Today

14 Nov 2022

✖ Major outage   1 hrs   1 mins

RELATED

Issues loading the Spare Admin Panel and Driver App

Operational

99.98 % uptime ———————————— Today

Operational

90 days ago ———————————— 99.98 % uptime ———————————— Today

3. Administrator Escalation Procedure

1. If a user encounters a problem that prevents them from carrying out their normal duties, the user should first:
    a. Check that they are accessing platform.sparelabs.com from Google's Chrome browser.
    b. Force refresh the page by holding down (on Windows) the CTRL key and clicking the Refresh button in the top left or by holding down CTRL+F5.
    c. Try quitting Chrome completely and reopening it.
    d. Try closing other open programs (this will free up computer memory).
    e. If the above steps do not resolve the issue, try restarting your computer.

2. If that does not resolve the issue, please contact a manager/administrator in your organization.
    Please include:

    Normal office hours phone/contact: _____

    After-hours phone/contact: _____

3. If a manager or administrator cannot find a solution, contact Spare.

    For non-urgent issues, email support@spare.com or contact Spare via Intercom, the live chat feature that can be found in Spare Platform or at www.spare.com. Both support@spare.com and Intercom are monitored 24/7/365 and have direct lines to Spare operations and engineering staff. You should receive a response within 10 minutes or less.

    For emergency system disruptions, where a system issue is preventing the reception or delivery of passenger trips for multiple drivers or passengers and the issue needs to be **urgently** resolved, call our 24/7 emergency response line: **+1 877-793-7287**

    This number connects you directly to our on-call team and is the fastest way to escalate critical service issues. Calling the outage line will trigger an internal alert and ensure our team investigates right away.

    Before calling, please gather details on the issue, including context and/or pictures and videos, and be prepared to explain the issue and provide information to Spare.

4. Driver Escalation Procedure

1. If a driver encounters a problem that prevents them from carrying out their normal duties (i.e., the driver is being prevented from accepting or delivering trips), the driver should attempt to resolve the problem themselves using all the training they have received, the instructional video, and a quick reference guide.

2. Check that the tablet is connected to cellular internet by looking in the top right of the screen to view the LTE label and signal strength.

3. Try quitting the app and reopening it.

4. Try restarting the tablet.

5. Check the app store to confirm you're on the most up-to-date version of Spare Driver app.

6. If you are running the latest version of the app or the issue still persists after an update, try uninstalling and reinstalling the application and sign in again.

7. If that does not resolve the issue, please contact a manager/administrator in your organization.
   a. Please include:
      i. Normal-hours phone/contact: _____
      ii. After-hours phone/contact: _____

8. If a manager or administrator cannot find a solution, contact Spare.

   For non-urgent issues, email support@spare.com or contact Spare via Intercom, the live chat feature that can be found in Spare Platform or at www.spare.com. Both support@spare.com and Intercom are monitored 24/7/365 and have direct lines to Spare operations and engineering staff. You should receive a response within 10 minutes or less.

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   Before calling, please gather details on the issue, including context and/or pictures and videos, and be prepared to explain the issue and provide information to Spare.

9. If the problem is determined to be a hardware or network issue, Spare will work with your organization to try to find an interim fix - however, please note that Spare's ability to resolve issues related to hardware and/or network issues is limited.

5. Rider Escalation Procedure

1. If multiple rider/end-users encounter problems that prevent them from booking a trip or otherwise utilizing the service, the customer service agent or other person communicating with the rider/end-user should:
   a. Ask the rider to quit and then reopen the app
   b. Check to make sure that the rider is connected to the internet
   c. Check that the rider is using the latest version of the rider app and, if not, ask them to update to the latest version
      i. If using the Spare Rider app, the version number can be found at the bottom of the account page that is accessed by clicking on the menu button in the top left of the app. The version number can then be compared to the latest version found in the App Store or Google Play Store.
      ii. If using a proprietary rider app, please check with your organization.
   d. Ask the passenger to restart their phone and retry.

2. If that does not resolve the issue, please contact a manager/administrator in your organization.
      Please include:
         Normal-hours phone/contact: _____
         After-hours phone/contact: _____

1. If a manager or administrator cannot find a solution, contact Spare.

   For non-urgent issues, email support@spare.com or contact Spare via Intercom, the live chat feature that can be found in Spare Platform or at www.spare.com. Both support@spare.com and Intercom are monitored 24/7/365 and have direct lines to Spare operations and engineering staff. You should receive a response within 10 minutes or less.

General Support
Service Level Agreement

- Unlimited support via Spare Platform chat and email:
    - support@spare.com
    - Available 24/7
- Guaranteed response within **2 hours for general support requests.**

Critical Incident Support
Service Level Agreement

- 24/7, 365 automated monitoring of Spare Platform core functionalities with automated on-call personnel alerts.
- 24/7, 365 on-call support and engineering personnel.
- 24/7, 365 emergency support phone number.
- Support via Spare Platform chat and email (support@spare.com).
- Guaranteed response within:
    - 30 mins for P1 Urgent Severity Issues
    - 120 mins for P2 High Severity Issues

P1 Urgent Severity: A critical system failure in the operational functionality of Spare Platform and/or an error that causes Spare Platform to be severely impacted as to be unusable and/or use of Spare Platform core functionalities are impossible with no workaround available.

P2 High Severity: System errors that highly impact Spare Platform core functionalities as to make them significantly degraded in a widespread manner where a short-term workaround may be available.