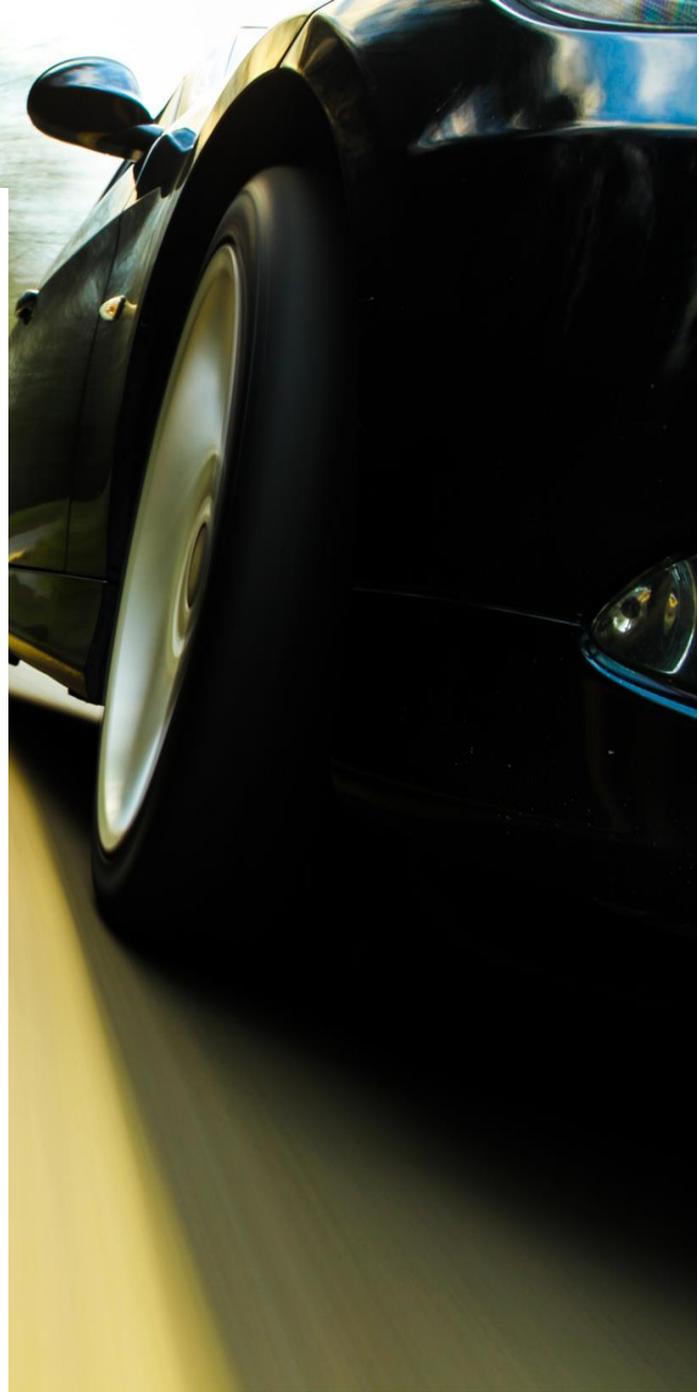


Airmax Remote COVID-19 FAQ's

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COVID-19 Updates

Factsheet

We are actively monitoring the expansion of COVID-19 (Coronavirus) and will provide updates as appropriate as the situation develops. If you have any questions, please refer to the FAQ's below or reach out to your Account Manager or Customer Support team directly. Those details are:

- Our phone system is cloud-based and all staff working remotely will be accessible via the standard phone number, 01932 504300 or via their Direct Dial or Mobile
- The support team use Zendesk, a cloud-based Help Desk system which is accessible by all of our team remotely. You can contact us via phone 0333 358 3489 or on our usual support email support@airmaxremote.com

As it stands today, we are taking appropriate precautions but remain very much open for business as usual, but with a difference. With increased demand for customer contact and the potential of fewer people available, you may find our response time slower than usual. Please be assured we will do everything we can to maximise resource across our business to deal with customer needs.

If you have any sales or service enquiries, or you are looking to order a telematics device, return or extend a contract then please contact us in the usual way.

***“Business as Usual, but with a difference.
Together we are stronger” – Continuing to
help you maximize your fleet potential***



COVID-19 FAQ's

Frequently asked Questions

What is the Airmax Remote response to the Coronavirus?

We're monitoring the situation closely: employee and customer safety remains our highest priority. Our business will continue to follow the UK Government guidelines as these develop. We're working closely with our colleagues, our Senior Leadership Team. Our Business Continuity Management (BCM) team are meeting on a regular basis as they work to keep our business running for our customers.

Our team will do everything we can to support our customers through this difficult time. We will continue to provide above most, the overall telematics data and services but in addition will; provide quotations, devices orders, dispatching of new devices and Installation bookings and, where appropriate, advise you on how best to plan and respond for the weeks and months ahead.

What is your policy on visitors/meetings?

We are still open for business. Our teams remain available to you via telephone, email and Microsoft Teams for all business enquiries. Our account managers would welcome the opportunity to continue to hold business meetings which can be conducted effectively through these communication methods. However, we have suspended all face-to-face meetings with our business customers and suppliers until further notice.

**“visit
support.airmaxgroup.com
for self-help, and monitor
progress of any tickets you
may have logged.”**

Are Airmax Remote staff affected by COVID-19 and are any self-isolating?

Whilst we have a small team in comparison to others, some may be/are affected by the current situation. For confidentiality reasons, we won't be disclosing how many of our team are self-isolating or if any are affected. At present we continue to provide a good level of operational service, but we do ask for your patience because in some cases, our response times may be delayed.

Can I still order telematics devices?

Yes. We are still authorising new orders and aim to operate a 'business as usual' service. Many devices and subsequent components are available in stock today, ready for delivery.

Can Airmax Engineers still visit dealers for vehicle testing and reverse engineering?

As it stands today, the dealer networks are taking appropriate precautions but remain very much open for business as usual, at this stage not affecting our EV strategy or Research and Development.

Who should I contact in the first instance?

Given the unprecedented uncertainty of COVID-19 and its overall infectious rate, we would suggest in the first instance you contact the Helpdesk rather than your account manager, as appropriate continuity measures have been implemented within a wider, more resilient team to support you directly. Please contact either on 0333 358 3489, email support@airmaxremote.com, or visit support.airmaxgroup.com where you'll find self-help content, training materials, additional FAQ's and progress of raised tickets.

Will we be charged for orders by Airmax Remote?

If a vehicle has not yet been commissioned, data service charges will not apply for 30 days. However, a vehicle within contract and that is commissioned, will continue to be charged with normal terms applying.

Are devices still being dispatched?

Yes. We are still processing new dispatch requests and aim to operate a 'business as usual' service. Many devices and subsequent kits are available in UK stock today, ready for delivery. If a device or component which is required to fulfill your order, and it is affected by production issues, our expert team will work to find a solution.

Supply of new devices and hardware, as a result of COVID-19 has caused widespread, global disruption to the general supply chain, initially, to component production in China over the last 12 weeks resulting in reduced output. Almost all component production factories in the Far East are back up and running, albeit with a reduced capacity between 30-70%.

As things stand, our UK facilities are operational, albeit with a reduced capacity and impacted by the above global electronic component supply shortages. Naturally, this could lead to an extension of lead times until back to 100 % with delayed deliveries dates only available to validate upon order.

What impacts on service can I expect?

We are working hard both internally, with our partners and with our network of suppliers to ensure that we can continue to provide the best service possible to our customers and drivers.

Will my Telematics data services be affected?

Absolutely not, the data reported from your vehicle and services provided are our priority. The in-vehicle devices, are incredibly resilient, stable and proven products. Our technical architecture is built for resilience, It transmits data to a tier 1 hosting provider, securely using the 2G network whereby it is hosted at Rackspace. Your telematics devices will continue to function as intended, where failure occurs our team will still be on hand to support you, with an aim of achieving our agreed service level agreement and its break-fix time.



Will the Airmax Customer Portal be disrupted?

The Airmax Remote application i.e. customer portal, is hosted at Rackspace; the Software Development team will continue to monitor, and patch update as required, ensuring continuity of service and continue to release new features and services as per our delivery roadmap. You can monitor the status of all our system here; <https://status.airmaxremote.com/>

What are your business travel arrangements?

All business travel has been suspended until further notice. We have asked all our employees to work from home where possible and only essential office staff are being asked to travel to work. Due to the nature of our business, some colleagues need to work in the office to ensure we can continue to deal with our customers and deliver other business-critical activities that cannot be carried out from home. We have taken additional measures to ensure the safety of colleagues who are working in the office, such as precautionary deep cleaning of our offices, flexible shifts, etc.

Will Installation Services and Bookings Continue in the usual way?

Yes. Airmax Remote and its partners will continue in the normal ways but following government guidelines with the following precautions (these only apply if Airmax Technicians are completing the install directly).

We anticipate other organisation will adopt similar practices – please speak with one of our Support team on a case-by-case basis.

1. Additional advisory precautions on vehicle inspections;

We request that installation technicians take care with customers and demonstrate social distancing as advised by the Government, we request the driver to clean any surfaces with antibacterial solution prior to technician arrival.

2. Booking confirmation before installation;

Our partners have been asked to double-check delivery details with companies or drivers before date of vehicle(s) installation.

3. Pre & Post Installation checks;

It won't be necessary for drivers to physically sign pre-post vehicle checks. They can verbally accept instead, in which case the installation technician is authorised to sign for the booking completion on the customer's behalf.

“In the first instance you can contact the Helpdesk”

However, individual businesses and sites may have a change in circumstance at short notice. We recommend advising your drivers to call our Helpdesk before appointment if you require any changes, on 0333 358 3489.

Can Airmax Remote extend Telematics contracts to support our own contingency plans?

Yes, contracts can be extended both formally and informally. Informal extensions are put in place automatically when termination is requested, there is no need for you or your organization to take action. If you want to formally extend a vehicle or vehicles on your fleet, please speak with your account manager, who will be happy to help.

Are vehicle production and vehicle delivery times likely to be affected by COVID-19?

We recommend that you speak with your Leasing company, rental company or vehicle convertor. We have been informed that some vehicle manufacturers have temporarily suspended production, but many vehicles are available in UK stock today, ready for delivery. If a vehicle order is affected by production issues, we will continue to dispatch devices/kits whereby they will reside with the dealer/partner until installed. Contact our helpdesk if you have any questions.

What are best contact details?

There are no changes to any contact details. We operate multiple cloud-based technologies which underpins our ability to ability to support you in the event of a business continuity issue.

In the event that our entire workforce needs to work remotely we will operate as follows:

- Our phone system is cloud-based and all staff working remotely will be accessible via the standard phone number, 01932 504300 or via their Direct Dial or Mobile
- The support team use Zendesk, a cloud-based Help Desk system which is accessible by all of our team remotely. You can contact us via phone 0333 358 3489 or on our usual support email support@airmaxremote.com
- Our collaboration tools for communication and file sharing run on cloud platforms such as Microsoft Teams which will allow us to offer a seamless content sharing solution both internally and for our customers and partners.
- We have the capability to access customer content remotely and any training can be provided using online screensharing platforms.

As always, we remain committed to supporting your business with our high level of customer service. We will continue to monitor the situation and provide updates appropriately and promptly.

If you have any queries at all, please don't hesitate to contact your Account Manager or Project Manager.

“No disruption to data services as hosted at Tier 1 Hosting Provider, Rackspace”