

Comprehensive Guide to Support at Geotab

[EN-US](#) - [DE-DE](#) - [ES-ES](#) - [ES-LATAM](#) - [FR-CA](#) - [FR-FR](#) - [IT-IT](#) - [PT-BR](#)

June 2025

A decorative graphic at the bottom of the page consisting of a dark blue wavy line with several circular markers of varying sizes and shades of blue and white.

GEOTAB®

PLEASE NOTE: This document is subject to change and updated on a regular basis. By viewing this document outside of Google Drive, Geotab cannot guarantee this document is the most up-to-date version.

Table of contents

| | |
|--|-----------|
| Introduction | 3 |
| Our connected support ecosystem | 3 |
| User authentication process | 3 |
| Self-initiated tools | 4 |
| MyGeotab in-application new user onboarding | 4 |
| MyGeotab in-application help | 4 |
| Geotab Support Center | 4 |
| Geotab Academy | 4 |
| Geotab Community | 4 |
| Geotab Live Chat | 5 |
| Partner Technical Support team | 5 |
| Partner Support team responsibilities | 5 |
| Contacting the Partner Technical Support team | 5 |
| Partner Technical Support team hours of operation | 6 |
| Escalation paths | 6 |
| Contacting Support for urgent issues (Priority 1 & 2) | 7 |
| Geotab's Major Incident Management for Critical Issues | 7 |
| Service Level Objectives (SLOs) | 7 |
| Additional resources | 9 |
| Disclaimer | 10 |
| Appendix | 11 |
| Appendix A: Priority matrix, Impact and Urgency | 11 |
| Ticket Priority (Impact and Urgency) | 11 |
| Ticket Impact | 11 |
| Ticket Urgency | 12 |
| Support service catalog | 12 |
| GO devices, harnesses, IOX, and asset trackers | 12 |
| MyGeotab | 13 |
| Compliance (Geotab Drive, HOS, Asset Inspection) | 14 |
| OEM or third-party telematics | 14 |
| MyAdmin | 14 |
| Keyless, Keybox | 15 |
| European Compliance and Tachograph | 16 |
| Cameras and Advanced Driver Assistance Systems (ADAS) | 16 |
| Public Works or Winter Operations | 16 |
| Data Analytics and AI | 17 |
| Marketplace integrations, Order Now | 17 |

| | |
|--|----|
| Training Services | 17 |
| Additional Operational Services | 18 |
| Excluded Services | 19 |
| Appendix B: Geotab Support ticket status | 19 |

Introduction

This document is a resource designed to provide you, our Partner, with an understanding of our connected support ecosystem and user authentication processes, the availability of self-service tools, and details about the Partner Technical Support team. Aimed to furnish you with comprehensive information about the support we offer, this guide is a testament to our commitment to providing you with the knowledge and resources necessary to deliver exceptional service to your Customers in the ever-evolving world of fleet management.

Our connected support ecosystem

Support at Geotab builds upon a well-trained Partner ecosystem. Customers engage with the Partner that they procure the majority of their Geotab subscriptions from. Geotab Partners are trained equally in the support of Geotab solutions. Some Geotab solutions require additional expert training for Partners to be certified in order to support the implementation and provide ongoing support.

Geotab Partners are responsible for the Customer Support for their respective Customers. All Partners must maintain in-house training and technical knowledge of the Geotab solutions that they sell, or they must outsource such support to a Geotab approved organization. Refer to the [Geotab Partner Policies](#) for more details regarding certain Customer support obligations that must be fulfilled by Partners.

User authentication process

Geotab is committed to robust information security, continuously enhancing its security measures in an ongoing effort to protect Partners and Customers.

Geotab team members will never share Customer information (for example, asset locations or account details) without proper authentication. Exporting Customer data or editing Compliance logs/annotations is strictly forbidden.

Geotab Support can guide Partners and Customers with database modification inquiries as part of our support process. To ensure privacy and security, we follow these account authentication procedures:

- Obtain user identity, including the Partner representative's full name, the Customer's full name, and the company or database name.
- Confirm MyAdmin (Global User) or Basic Authentication Security Standards.
- Confirm User Profile in the MyGeotab Database.
- Determine User's Security Clearance and Data Access Level.

*** NOTE:** For general support questions, RMAs, and forced password resets, no authentication is required. This also applies to inquiries that do not need database access, such as basic troubleshooting, instructions, or general information about products or devices. Geotab Support can assist with these

matters without considering your security clearance or data access level.

Visit our [Geotab Security Center](#) to learn more about Geotab's security and privacy policies.

Self-initiated tools

Geotab is committed to streamlining processes and fostering autonomy by providing tools that allow our Customers and Partners to independently resolve their queries without the immediate need to engage with a Geotab Support agent. This section highlights our suite of self-service tools, each crafted to enhance the Geotab experience for users by offering targeted support and resources. These tools can be used by both Customers and Partners who use Geotab products.

MyGeotab in-application new user onboarding

Perfect for new users requiring a guided introduction to MyGeotab (available since January 2024 for new databases only). New users are greeted with an intuitive dashboard featuring preloaded interactive charts, which transition from sample data to real-time metrics as users integrate their assets. To further enhance ease-of-use, the system now auto-activates six essential rules for new databases, streamlining the setup process and ensuring that users immediately tap into the platform's full potential.

MyGeotab in-application help

Ideal for immediate, context-specific assistance within the MyGeotab platform. Users can access a comprehensive Q&A library by clicking the Question mark icon.

Geotab Support Center

The [Geotab Support Center](#) provides all Geotab's support documentation in one searchable place. The website offers product support content and self-service tools for the products Geotab supports.

Geotab Academy

Geotab Academy is made available to users of MyGeotab globally in multiple languages linked from the [Geotab Support Center](#). It includes a video training library that provides training to new users or refresher training for existing users on the fundamentals of zone creation, rules creation, organizing people and assets into groups, and more.

Geotab Community

We encourage Geotab users to join the [Geotab Community](#) for self-service product education. The Geotab Community is a forum where users can solve problems, search for Knowledge Articles written by Geotab Support, share their knowledge and product feedback, learn about SDKs, Geotab products, and how other users are using Geotab products. The Geotab Community is for everyone – it harnesses the knowledge of the entire Geotab ecosystem to sustainably scale support for all members of the Geotab ecosystem. The platform allows members to solve their own, or each other's challenges, while connecting Community members to Geotab experts and other Community members.

The Geotab Community also has a [Knowledge Base](#) where Community members can browse through How-To and Q&A articles, written by Geotab teams in the following categories:

- MyGeotab
- Compliance Products
- Expandability
- Hardware and Firmware

Geotab Live Chat

Geotab users can connect with a Support Agent through Live Chat. We are available 24 hours a day, seven days a week. Live Chat is available in English, French, and Spanish. You can access Live Chat within Geotab Community, MyGeotab, or from our [Homepage](#).

Partner Technical Support team

The Partner Technical Support team is equipped with specialized knowledge of Geotab systems and infrastructure and supports Geotab Partners that resell Geotab solutions.

Partner Support team responsibilities

- Serving as the initial and single point of contact for Partner inquiries, whether submitted through [MyAdmin](#) or Phone Support.
- Leveraging deep technical knowledge and sophisticated internal tools for effective troubleshooting.
- Bridging the gap between Customers and Partners, and seamlessly connecting them with the Geotab Solutions Engineering and Technical Engineering teams, as needed.

Contacting the Partner Technical Support team

Geotab's Partner Technical Support team provides support through ticket submission within [MyAdmin](#) (recommended best practice) and by Phone Support. Geotab monitors and manages the responsiveness and availability to support these contact channels. Partners can reach Geotab's Partner Technical Support team by calling the following numbers:

- Australia: +61 1 (800) 518071
- Brazil: +55 (800) 7610116
- France: +33 (801) 840604
- Germany: +49 (2407) 5020599
- Italy: +39 (800) 740481
- Mexico: +52 (800) 2833482
- North America: 1-877-960-2436
- Spain: +34 (900) 423896
- UK: +44 (800) 3689767

Partner Technical Support team hours of operation

| Language | Phone Support | MyAdmin Ticket Support |
|----------|---------------|---|
| English | 24-7 | 24-5 9:00 PM Sunday EST - 9:00 PM Friday EST |

Partners are encouraged to call the dedicated Partner Technical Support number or the appropriate Geotab Support number listed in the [Contacting the Partner Technical Support team](#) section, and provide the following information for the most efficient service:

- Customer Name
- Company Name
- Database Name
- Contact information
- Relevant ticket numbers associated with the inquiry

Providing these details enables Geotab to deliver better service and more promptly address any concerns.

*** NOTE:** Omitting this information could lead to delays in service, as it may take additional time to gather the necessary details to assist with the inquiry.

Escalation paths

| Escalation Level | Escalation Type | Description |
|-------------------------|---------------------------------------|---|
| First Level Escalation | Geotab Helpdesk | In the original ticket, request the Helpdesk to consider increasing the Priority. * NOTE: See the Contacting the Partner Technical Support team section for details. |
| Second Level Escalation | Assigned Support Team Lead or Manager | If your issue remains unresolved, reach out to your assigned Support Team Lead or Manager. You have the option to copy your Team Lead or Manager on the existing Geotab Support ticket, or forward the ticket to them with additional context. If you are unsure who your Team Lead or Manager is, you can reach out to your Partner Account Manager on the existing ticket. * NOTE: Response times may vary depending on availability. |
| Third Level Escalation | Geotab Escalation | If your issue persists after contacting your Partner Account Manager, please email |

| | | |
|--|--|---|
| | | <p>GeotabEscalations@geotab.com for further assistance.</p> <p>Forward your existing Support ticket along with any additional context.</p> <p>* NOTE: Response times may vary depending on availability.</p> |
|--|--|---|

Contacting Support for urgent issues (Priority 1 & 2)

! IMPORTANT Phone Contact is Required for Priority 1 and 2 Issues: In the event of major system failures or significant performance degradation of Geotab services, classified as **Priority 1** and **2** scenarios according to our [Priority matrix](#), you must contact our Support team by **phone** for the most efficient escalation and response.

Geotab's Major Incident Management for Critical Issues

For critical system failures or significant performance issues impacting Geotab's core services and servers (typically corresponding to Priority 1/Priority 2 scenarios), Geotab has a dedicated Major Incident Management (MIM) team to manage the incident response. Following your initial contact with Geotab Support for such urgent issues, our Support team will engage the MIM team internally as needed. For detailed information specifically on the internal On-Call process, please refer to the [Geotab On-Call Services](#) document.

Service Level Objectives (SLOs)

The following table provides additional information regarding the Priority Levels along with the timeframe for each target used by Geotab to prioritize support requests. **Priority** defines the order in which an issue will be resolved. The Priority category depends both on the **Impact** (initially provided by the Partner) and **Urgency** (as determined by Geotab Support) levels. For more information, refer to the [Appendix](#) to understand Geotab's Priority matrix.

The following Priority Levels and SLOs apply to Geotab products and services, including Geotab hardware, MyGeotab, and Geotab Drive. The SLOs outlined herein are objectives only; Geotab will use commercially reasonable efforts to meet these SLOs.

! IMPORTANT: Geotab's goal is to respond to and resolve **80%** of all Support requests within the SLOs in the following table.

| Priority Level | First Response SLO | Update SLO | Workaround SLO | Resolution SLO |
|----------------|--|--|--|---|
| Priority 1 | 30 minutes after a Trouble Ticket is created through Phone Support or from the time of reclassification by Geotab. | Every 1 hour from receipt of initial notice. | 4 hours from receipt of initial notice. | 2 calendar days from receipt of initial notice. |
| Priority 2 | <8 hours after a Trouble Ticket is created through Phone Support or from the time of reclassification by Geotab. | Every 2 hours from receipt of initial notice. | 24 hours for degradation from receipt of initial notice. 8 hours for outages. | 7 calendar days from receipt of initial notice. |
| Priority 3 | Initial Automatic Response: 2 hours within Support work hours. Acknowledgement : Within 24 hours | As agreed upon with the Customer or Partner within the ticket. | 4 calendar days from receipt of initial notice. | 15 calendar days from receipt of initial notice. |
| Priority 4 | 24 hours | As agreed upon with the Customer or Partner within the ticket. | N/A | 6 weeks from receipt of initial notice. |

*** NOTE:** The SLOs set do not apply to third-party product services including but not limited to OEM Telematics Data products and solutions, products ordered from Order Now, and Marketplace products. SLOs for these third-party products may vary, as they require involvement from third-parties.

The following items are not classified as standard Geotab Support requests and are excluded from these SLOs:

- Product feedback (previously referred to as “Feature Request”): Refer to the guide on [How to Submit Product Feedback to Geotab](#) for more details.
- New engine data request for an unsupported vehicle: Use the [Feedback Hub](#) to request Vehicle Data Request.
- Billing, order, and fulfillment inquiries: Geotab Support serves as the initial point of contact. We

ensure that your inquiries are properly reviewed and directed to the appropriate team within Geotab for further assistance.

The following table describes the types of SLOs that correspond to each Priority Level respectively.

| Target | Description |
|--------------------|--|
| First Response SLO | The initial notice to the Requester confirming receipt by Geotab of the support request. |
| Update SLO | Updates provided on resolution activities. |
| Workaround SLO | A temporary solution to restore service as quickly and as safely as possible if/when available. * NOTE: A workaround may not always be possible, in which the case timeframe defaults to Resolution SLO. |
| Resolution SLO | A permanent fix based on the root cause. |

Additional resources

The following table includes additional Support resources that are provided for Partners.

| Resource | Description |
|--|---|
| Software Development Lifecycle at Geotab | The Software Development Lifecycle at Geotab follows a continuous integration methodology. Geotab has releases which introduce new features and fixes, as well as patches aiming to fix issues that cannot wait for a new release. At a high-level, Geotab's Quality Assurance (QA) process encompasses both functional testing (unit, integration and system tests) and non-functional testing (performance, security, usability). |
| Unified Service Level Agreement SLA | The Unified SLA document outlines Geotab's commitment to providing a stable and highly available hosting system for its products and managed services. |
| Geotab Partner Policies | The Geotab Partner Policies provide Partners with guidelines that enhance and clarify their working relationship with Geotab. The goal is to help deliver a seamless and positive experience to Customers while growing the shared reputation and brand value of Geotab Partners in the marketplace. |
| Geotab Disaster Recovery | The Disaster Recovery Plan (GRIDIRON) describes Geotab's |

| | |
|---|---|
| | <p>policies and procedures for technology disaster recovery, as well as its process-level plans for recovering critical technology platforms. The objective of the GRIDIRON is to develop, document, and test a structured and easily understood plan. This helps the company recover as quickly and effectively as possible from an unforeseen disaster or emergency interrupting public information systems and business operations.</p> <p>* NOTE: The Disaster Recovery Plan document may be modified at any time.</p> |
| Geotab's Technical and Organizational Measure Statement | <p>The Geotab Technical and Organizational Data Security Measures Statement (TOMS) provides an overview of the technical and organizational data security measures Geotab has implemented as the standard approach.</p> |

Disclaimer

! IMPORTANT: This document is subject to change. By itself, this document does not create binding obligations or liability towards Geotab or Geotab Partners, Customers, or any other party. For further information on the purpose of this document, refer to the [Introduction](#). This document is not intended to be distributed in any format other than a live version accessible through Google Docs. Geotab shall not be responsible for any failure to perform or delay in performing from any event or circumstance that is beyond our reasonable control. This includes, but is not limited to: carrier outages, coverage issues, vehicle-related issues, any event of force majeure, national or global emergency, public health emergencies of local or international concern, governmental act or direction, material change to applicable laws or regulations, breach, delay, act, or omission of any supplier, carrier, contractor, subcontractor, or business Partner, failure, outage, or unavailability of third-party network(s) or system(s), power outage or reduction, or natural disaster.

Appendix

Appendix A: Priority matrix, Impact and Urgency

Ticket Priority (Impact and Urgency)

Priority defines the order in which an issue will be resolved as determined by Geotab. The Priority category depends both on the Impact (initially provided by the Partner) and Urgency (as determined by Geotab Support) levels. Geotab Support organizes issues into one of four levels of priority:

| | Critical Impact | High Impact | Medium Impact | Low Impact |
|------------------------|-----------------|-------------|---------------|------------|
| Critical-level Urgency | P1 | P2 | P3 | P3 |
| High-level Urgency | P2 | P2 | P3 | P4 |
| Medium-level Urgency | P3 | P3 | P3 | P4 |
| Low-level Urgency | P3 | P4 | P4 | P4 |

Support tickets submitted through, MyAdmin, MyGeotab, Phone Support, Live Chat, and the Geotab Community are automatically categorized at Priority Level 4 or Priority Level 3 before they are triaged and (in the case of a Partner-initiated Support request) the ticket's Partner submitted urgency is assessed and validated by Geotab Support for priority. Geotab Support may move the Priority Level from 4 or 3, to 2 or 1.

Ticket Impact

The Impact Level is the degree to which the issue affects the Customer. By providing an Impact Level, Geotab Support is able to correctly define the Priority and categorize tickets submitted by Partner and Customers.

The following table describes the levels of Impacts, with example conditions for each Level.

| Impact Level | Description |
|--------------|--|
| Critical | <ul style="list-style-type: none">Application outage for one or multiple Customers and/or a minimum of 100 devices.One of the following Mission Critical Services is unresponsive or unavailable:<ul style="list-style-type: none">ELD or HOS or TachographPublic WorksKeyless100% of Customers and Partners are impacted. |
| High | <ul style="list-style-type: none">Services experience significant degradation. |

| | |
|---------------|---|
| | <ul style="list-style-type: none"> • Users are unable to access vehicles using two or more vehicle access methods (Bluetooth, NFC, OTA). • 50% of the total number of devices of a specific Customer or Partner impacted, including Mission Critical Services as described within the Critical section. |
| Medium | <ul style="list-style-type: none"> • Partial loss of service (for example, reports do not run, or the user interface runs slowly). • Any results that are materially different from those described in the product definition for non-essential features. • Loss of redundancy or backup, but does not immediately impact service. |
| Low | <ul style="list-style-type: none"> • User question or enhancement request. • A single device or small number of devices are not communicating or otherwise. |

Ticket Urgency

The Urgency Level is classified based on the functionality impact to the MyGeotab software, GO devices, and other Geotab services. It is important to understand that Geotab Support assigns the Urgency Level, taking into account the Impact as reported by the Partner or Customer.

Support service catalog

As a leader in telematics, we offer a variety of products and services designed to enhance your fleet management experience through innovative technology. Our catalog lists our offerings and associated support services to help streamline your support experience.

The services defined in this catalog mirror the service categories and submission forms available in MyAdmin. This alignment ensures a consistent support experience and enables accurate routing and faster resolution across all systems.

*** NOTE:** Services with Partner eligibility are offered for Partners to provide services directly to their Customers. Services with Customer eligibility are offered directly to Customers that have been enrolled in Support Services by their Partner.

GO devices, harnesses, IOX, and asset trackers

| Service | Examples | Eligibility |
|---|---|---|
| Incorrect or missing vehicle data, data quality issue | For example: missing or invalid data (including odometer, seatbelt, fill-ups, engine hours, fuel data, engine fault), odometer jump issues, lack of SOC from EV or BEV, troubleshooting GO and GO Anywhere, and more. | <ul style="list-style-type: none"> • Customers • Partners |
| Device not communicating, | For example: connectivity issues, firmware provisioning issues, SIM | <ul style="list-style-type: none"> • Customers |

| | | |
|---|--|---|
| return request | activation issues, lack of GPS data, or devices going offline. | <ul style="list-style-type: none"> Partners |
| IOX troubleshooting, activation request | For example: IOX-IRIDIUM activations or deactivations, issues with reading IOX data, or IOX-NFCREADER not working. | <ul style="list-style-type: none"> Customers Partners |
| Vehicle communications, battery drain investigation | For example: dash lights turning on or remaining off, vehicle battery drain issue, blown fuse, vehicle shut down, inability to shift gears or connect to scan tool, and more. | <ul style="list-style-type: none"> Customers Partners |
| GO devices, harnesses, IOX installation or usage question | For example: questions related to support documents and usage, troubleshooting and verification support for installations | <ul style="list-style-type: none"> Customers Partners |
| Collision Reconstruction Report Request | <p>Provide a report to explain the telematics data collected by the GO device prior to, during, and immediately following the reported incident.</p> <p>* NOTE: We require two weeks to prepare the report.</p> | <ul style="list-style-type: none"> Customers Partners |

MyGeotab

| Service | Description | Eligibility |
|---|--|---|
| Missing data or data quality issues on MyGeotab | For example: missing or invalid data (including odometer, seatbelt, fill-ups, engine measurements, fuel data), lack of data in reports, lack of email report notifications, failing Security Assertion Markup Language (SAML), lack of data from Geotab Data Connector | <ul style="list-style-type: none"> Customers Partners |
| MyGeotab setup instructions request | For example: instructions on how to configure reconstruction rules, add fuel Add-In, DVIR rules, add Tachograph module, FBT Add-In, and more. | <ul style="list-style-type: none"> Customers Partners |
| MyGeotab API or SDK integration question | For example: SDK integrations not receiving data, failing API requests, data flow issues, and more. | <ul style="list-style-type: none"> Partners |

Compliance (Geotab Drive, HOS, Asset Inspection)

| Service | Description | Eligibility |
|--|---|--|
| MyGeotab Compliance discrepancy or integration issue, Asset Inspection issue | For example: Geotab Drive SDK issues, discrepancies with D and ON type HOS logs, Availability and Violations discrepancies. | <ul style="list-style-type: none">• Customers• Partners |
| Inaccurate HOS or ELD logs, trip categorization issue, IFTA and FMSCA question | For example: providing an analysis for historical events, including incorrect automatic HOS logs, and reports of invalid HOS Availability or Violations, ensuring clarity and accuracy in your Geotab Drive user experience , IFTA reports are blank or unable to transfer logs to FMCSA. | <ul style="list-style-type: none">• Customers• Partners |

* NOTE: Priority Handling for ELD Truck Issues

- Urgency Escalation —Hardware-related issues on ELD vehicles may be set to high priority to ensure compliance and reduce downtime. However, iqt will depend on the assessment of the case completed by the assigned agent. In case of any doubt, contact your help desk agent to reassess and update priority level.
- Resolution Deadline — Resolve ELD hardware issues within 8 days to prevent the vehicle from being sidelined.

For example, an ELD vehicle reporting no odometer data can be changed to high priority for a swift resolution. Prompt handling of ELD cases is critical to maintain regulatory compliance and operational efficiency.

OEM or third-party telematics

| Service | Description | Eligibility |
|---|---|--|
| OEM - Missing vehicle data, data quality issues, device not communicating | For example: lack of trip reporting or ignition logs, odometer jumps, disordered GPS logs, missing SOC, not updating location, not sending logs to MyGeotab, OEM activation issues. | <ul style="list-style-type: none">• Partners |
| Third-party device - Data quality issues, device not communicating | For example: lack of data flow in third-party devices or third-party devices not communicating with MyGeotab. | <ul style="list-style-type: none">• Customers• Partners |

MyAdmin

| Service | Description | Eligibility |
|--|--|---|
| MyAdmin API or SDK integration issue | For example: SDK integrations not receiving data, failing API requests, API errors, failing Security Assertion Markup Language (SAML). | <ul style="list-style-type: none"> Customers Partners |
| MyAdmin setup instructions and account management | For example: instructions on how to configure or add a new Customer, questions on functionality, use of Order Management page. | <ul style="list-style-type: none"> Partners |
| MyAdmin errors, incorrect or missing data, data quality issue | For example: Monthly Billing report issues, device activation issues, missing products from Store, issues logging in to MyAdmin, issues with Data Sharing functionality. | <ul style="list-style-type: none"> Partners |
| Billing Inquiries and Issues, CO-OP Reimbursements, Device Reactivations, or Billing Transfers | For example: incorrect pricing or billing, missing Monthly Billing report, promo code not working, device transfer to another account, deactivation or reactivating pricing information. | <ul style="list-style-type: none"> Customers Partners |
| Order inquiry or issue, order cancellation, or post-order inquiry | For example: shipping information, adding more products to an existing order, or inquiries related to a missing order after shipment. | <ul style="list-style-type: none"> Customers Partners |
| Pre-order inquiry | For example: issues with placing an order in Order management, Order not going through in MyAdmin, products not being visible in the Store. | <ul style="list-style-type: none"> Partners |

Keyless, Keybox

| Service | Description | Eligibility |
|--|---|---|
| Keyless hardware-related inquiry, return request | For example: faulty keyless harness, keyless order issues, keyless activation issues. | <ul style="list-style-type: none"> Customers Partners |
| Issue with sending commands via BLE (Bluetooth Low Energy) device and over-the-air (OTA) | For example: unlock or lock command not working, unable to turn vehicle on or off, cannot lock vehicle, unable to drive vehicle, immobilizer does not engage or | <ul style="list-style-type: none"> Customers Partners |

| | | |
|------------------------------|--|---|
| | disengage. | |
| Keyless Monitor or API issue | For example: devices cannot be found in Keyless Monitor, device is on the incorrect Rate Plan, cannot send virtual keys, unable to communicate or unknown responses to API, issues with continuous connection, errors setting keyless tenant errors. | <ul style="list-style-type: none"> • Customers • Partners |

European Compliance and Tachograph

| Service | Description | Eligibility |
|-----------------------------|--|--|
| Tachograph hardware inquiry | For example: CAN bus or UREADER issues, UREADER installation checks, UREADER does not turn on, missing UREADER parameters, lack of CAN bus data, or issues with company cards. | <ul style="list-style-type: none"> • Partners |
| Tachograph software inquiry | For example: tachograph infringement issues, lack of downloads from tachograph, RDL non-compliance issues, or issues with RCS and DTCO. | <ul style="list-style-type: none"> • Partners |

Cameras and Advanced Driver Assistance Systems (ADAS)

| Service | Description | Eligibility |
|--|---|---|
| Incorrect or missing recording, data quality issue | For example: missing video recording, camera not recording, invalid camera rule, or camera or live video not working. | <ul style="list-style-type: none"> • Customers • Partners |
| Camera & ADAS installation and usage question | For example: camera not pairing, camera termination request, or assistance with downloading camera recording. | <ul style="list-style-type: none"> • Customers • Partners |
| Camera API help, SDK integration question | For example: SDK integrations not receiving data, failing API requests, or encountering API errors. | <ul style="list-style-type: none"> • Customers • Partners |

Public Works or Winter Operations

| Service | Description | Eligibility |
|---------|-------------|-------------|
|---------|-------------|-------------|

| | | |
|--|---|---|
| Device not communicating, return request, installation issue | For example: connectivity issues, device firmware provisioning issues, SIM activation issues, lack of GPS data, devices going offline, or validating installations. | <ul style="list-style-type: none"> • Customers • Partners |
| Public Works missing data, data quality inquiry | For example: spreader controller not recording data, inaccuracies in Material Management Summary report, material rate or spread not recorded, or Public Works Add-In issues. | <ul style="list-style-type: none"> • Customers • Partners |

Data Analytics and AI

| Service | Description | Eligibility |
|---|--|---|
| Geotab Data Connector, DAAS, ADTS, or Requests to Troubleshoot Geotab Ace | For example: requests to troubleshoot Geotab data products and services, including Geotab Ace. | <ul style="list-style-type: none"> • Customers • Partners |
| Altitude by Geotab | <p>Altitude by Geotab is a separate line of business that provides transportation insights.</p> <p>For example: user management , API queries verification, and troubleshooting.</p> | <ul style="list-style-type: none"> • Non-fleet Customers • Non-fleet Partners |

Marketplace integrations, Order Now

| Service | Description | Eligibility |
|--|---|---|
| Marketplace Order Now API or SDK integration issues | For example: SDK integrations not receiving data, failing API requests, API errors. | <ul style="list-style-type: none"> • Customers • Partners |
| Marketplace Order Now add-in or hardware solution issues | <p>For example, data not flowing in MyGeotab, Order Now hardware returns, Order Now Hardware or add-in troubleshooting.</p> <p>* NOTE: Geotab Support will generally determine if an issue originates from the Geotab platform. If the issue is not related to Geotab, the agent warm-transfers to the Order Now Partner</p> | <ul style="list-style-type: none"> • Customers • Partners |

Training Services

| Service | Description | Eligibility |
|----------------------------|---|---|
| Customer Training Services | Conduct onboarding and Geotab product training for new Customers that ranges from online training to instructor-led training, which depends on training type, class size and agreement between the customer and Geotab. | <ul style="list-style-type: none"> Customers |
| Partner Training Services | Complete pre-defined and customizable training programs that equip Partner teams with Geotab product knowledge to effectively acquire and support Customers. The training also enables Partners to join the Geotab Partner Program. | <ul style="list-style-type: none"> Partners |

Additional Operational Services

| Service | Description | Eligibility |
|---|---|---|
| Database Rename Request | Request to rename an existing database. Once complete, the database URL to access the database is also changed. | <ul style="list-style-type: none"> Customers Partners |
| Data Resend Request | Request for resending historical data for a specific device, ensuring seamless data transition and integrity, especially during database changes. | <ul style="list-style-type: none"> Customers Partners |
| Request to Migrate Lytx-Surfsight Camera Add-In | Request to migrate paired cameras from Lytx-Surfsight Add-In to MyGeotab Camera page | <ul style="list-style-type: none"> Customers Partners |
| Request for Snapshot of Support Server and Database | Request to have a snapshot offer data that has been purged. This request is assessed on a case- by- case basis and a valid business case is required. | <ul style="list-style-type: none"> Customers Partners |
| Stolen Vehicle Services Request | Stolen Vehicle Services is a suite of features in MyGeotab designed to support our customers in the event of vehicle theft. Ensuring accurate vehicle location even through alternative methods such as triangulation is critical to providing timely and effective assistance in these situations. | <ul style="list-style-type: none"> Customers Partners |

Excluded Services

| Excluded Service | Description |
|----------------------------------|--|
| Creation of Custom Reports | We do not create and/or modify built-in reports on behalf of a Partner or Customer. |
| Administrative Tasks | We do not complete administrative tasks on behalf of a Partner or Customer, including user management, device and database management, exporting a template from a database, or importing data. |
| Billing Changes in MyAdmin | We do not support or perform any action that can potentially cause billing changes on the Partner or Customer side — for example, changing billing, Rate Plan changes, and more. |
| Third-party Hardware or Software | We do not support third-party hardware, unless Geotab sells the product through the Order Now Program. Geotab is only responsible for data flow within MyGeotab. |
| SPR-RELAYKIT as Inhibitor | This refers to the use of the SPR-RELAYKIT as a starter inhibitor in combination with IOX Add-Ons. We will troubleshoot the Add-On to make sure it is functioning properly; however, if or when the issue is resolved, the Partner or Customer is responsible for troubleshooting the installation of the relay kit. |

Appendix B: Geotab Support ticket status

The Geotab Support team uses the following statuses when updating tickets within Geotab's ticketing system. It is important to understand each status as they are utilized in the calculation of Service Level.

| Status Type | Description |
|--------------------------|--|
| New | Refers to a request that was just received. This ticket has yet to be acknowledged by Geotab Support. |
| Open | Indicates that the request has been viewed and acknowledged by Geotab Support. |
| Pending Requestor | Indicates that Geotab Support requires more information from the Requester to proceed with resolving the ticket. To manage these tickets, automated reminders are sent according to the following schedule if the ticket remains un-updated: |

| | |
|----------------------|--|
| | <ul style="list-style-type: none"> • Initial Notification: Sent immediately when the ticket is placed in this status. • First Reminder: Sent after 7 calendar days of no response. • Second Reminder: Sent after 14 calendar days, warning the ticket may be marked as Solved. • Auto-Solve: If there are no updates within 28 calendar days, the ticket will be marked as Solved, and the Requester will be notified with instructions on how to re-engage Support if needed. <p>* NOTE: Geotab Support may conduct additional manual follow-ups outside this schedule to expedite a resolution.</p> |
| Internal Wait | Indicates that the Support request is awaiting a resolution from another department within Geotab. This typically means Geotab Support is waiting on the Engineering and Development teams for an update. |
| External Wait | Indicates that the Support request is awaiting action or a resolution from external Partners, such as OEMs or third-party technology providers (for example, Surfsight). Additionally, it encompasses situations where the resolution is dependent on external service providers, including but not limited to wireless carriers, when they are integral to the support issue at hand. |
| Solved | Indicates that the support agent has resolved the support issue or the ticket has been in status Pending Requester for 28 calendar days with no update. Solved tickets will be closed after 10 calendar days. As long as the ticket is in status Solved , the Requester can reopen the ticket. |
| Closed | Indicates that the ticket is complete and cannot be reopened. However, Customers and Partners can create follow-up tickets for Closed requests to correspond with Geotab Support. |