

PBXpress Service Level Agreement

We offer 24/7 support packages that are available for customers that can not find a suitable partner in their area. Support is available via e-mail, skype, msn and phone (in emergency cases) and includes the following:

- Consulting on PBXpress configuration and initial setup; also questions in relation to its operation
- Helping with configuration of supported hardware
- Troubleshooting of unsuccessful calls, providing logs and explanation to the customer on demand
- Verification and correction of identified program errors
- Troubleshooting of PBXpress functionality on demand
- Analyzing possible incompatibility issues between PBXpress and other soft-and hardware
- Estimating the time of the functionality requested to implement
- Onsite installation*

NOT included

- Configuring of incompatible hardware
- Non-standard configurations of devices
- Configuring of the customer's local network
- Configuration of PBXpress in case of improper network organization

You can order a PBXpress support package online [here](#).

Please note: we can provide you with further assistance (see below) despite the availability of PortaCare contract:

- Help on configuring PBXpress System and questions in relation to its operation
- Help with configuration of supported phones
- Regular firmware updates at no extra charge

Contacting PBXpress Technical Support

Customers can contact PBXpress' technical support team 24 hours a day, 365 days a year.

All PBXpress Technical Support issues should be submitted via e-mail to: support@pbxpress.com.

Users are encouraged to provide as much information about the equipment, configuration and problem as possible. E-mail messages are directly entered into PBXpress' Request Tracking (RT) system. A reply is immediately sent to the

customer, containing a Request Number for each case. PBXpress' technical support team monitors incoming e-mail support requests 24 hours a day, 365 days a year.

PBXpress' Technical Support Process

Upon receipt of a new technical support request, a PBXpress Technical Support Engineer (TSE) gathers the appropriate information and assigns a priority to the request. This priority assignment is made with the user's knowledge and consent, and may be changed at his request. Definitions of the priority levels are as follows:

Priority 1

RT priority code: 80. The customer's system is down or severely degraded or business operations are being critically impacted.

Priority 2

RT priority code: 60. The customer's system is degraded.

Priority 3

RT priority code: 40. The customer's system operation is impaired, yet generally functional.

Priority 4

RT priority code: 20. The customer has requested configuration or planning assistance to optimize performance of the PBXpress systems in his network. This includes web interface usage and the like.

Escalation of Customer Requests

Once the customer's request has been logged and prioritized, the TSE will work with the customer on resolving the issue. If the request is informational in nature, this information will be supplied by the TSE and the request closed with the customer's approval.

If further troubleshooting or investigation is required, the TSE will work on the issue. The customer will be kept informed of progress based on the update commitments.

	Priority 1	Priority 2	Priority 3	Priority 4
1st E-mail	2 hour	4 hours	2 business day	4 business days
Updates	Every two hours, or as agreed between customer and PBXpress	Every four hours, or as agreed between customer and PBXpress	Once per business day, or as agreed between customer and PBXpress	Once every other business day, or as agreed between customer and PBXpress

Should the support request not be resolved within the defined time limits, the managers will be notified.

Please write an e-mail to escalation@pbxpress.com

* Should be discussed with Sales team on additional terms