Support Policy

Support Policy Document

1. Introduction

The support policy document is drafted in order to define, measure and monitor the performance standards of Xenottabyte Services Pvt. Ltd. (XSPL)as a service provider in meeting the support needed for solution supplied to their customers. (Hereafter referred to as Customer).

The term "Package" is used for the software package supplied to the customer by the vendor, for which this agreement is made.

2. Scope of Support

- The scope of Xenottabyte support is limited to, components of the solution, which are provided by Xenottabyteto the customers. Any third party software or hardware component is covered only when specifically stated or suggested by Xenottabyte.
- The scope of support is limited to the customers, who is covered under the Xenottabyte support contract.
- The scope of support is limited to the Time, for which the Xenottabyte support contract is valid for specific customers.

3. Definitions

Support Type

- **Basic Support:**This service includes explaining and fixing operation related issues within the Package.

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b. Taking/ Explaining/Fixing reports pertaining to different modules of the package.

c. Finding/ Accessing the performance status of the hardware related to package like Server, PRI Card, Memory, etc. and give proper suggestions.

d. Finding/ Accessing the status of external connectivity like ISDN, VoIP or Analog.

e. Finding/ Accessing/ Fixing Database related issues pertaining to package.

f. Working on operation related general issues like help in locating particular information from the database or help in locating the Recording Files of a certain conversation.

- **Customization Support:**

Change requests need to be raised through the "ChangeRequest Form" to process these kinds of requests. In most of the cases, timelines and delivery plan can be given within 24 hours of getting such requests. It may take more time if some clarification is required or resources are not available.

a. Change in the Configuration Files for adding new services, modifying existing services and changes in the existing setup.

b. Change Request in the software package like adding new reports, IVRS changes, third party software integration.

c. Customization is to be charged based on the number of hours and agreed customization rates.

- **Maintenance Support:**

It involves routine operations like.

a. Database Repair, backup.

b. Voice Files Backup

c. Log files clearance or backup

- **On Site Support:**

On-site support is limited to the cities, where Xenottabyte office is located. Our engineers visit a customer site to fix or understand the problem. Support Activities like

a. Server Migration

b. Checking sound card or quality of communication device (hardware).

c. Checking workstation related issues.

d. Operation related issues, which cannot be explained on the phone.

- **Holiday Support:**

On Weekly holidays (Sunday), National Holidays or

Major festivals "Basic Operation Support" may not be available. However, customer requests are handled exclusively and taken care of as per Support Priority.

Means of Support

- Online: Our service engineer logs in, the server through the secure shell to diagnose and fix the issue. For this service, an Internet connection (Preferably with a public IP) is a must. The basic bandwidth requirement

for this operation is 256kbps.It must be noted that Xenottabyte Services Pvt. Ltd. (XSPL)is not responsible for the security of the IP connection. The customer should expose the system to public IP only for the period of support and protect the connection with proper firewall settings.

- Telephone:The customer can call us on our support numbers given in this document or our website. Xenottabyte Services Pvt. Ltd. (XSPL) does not recommend calling, personal mobile phones of our support engineers. The solutions given in such calls cannot be considered official. Calls coming to our support numbers are recorded for quality and training purposes. In case the caller does not wish to be recorded he can request the support executive, who is on call.

- Email: Mails can be sent to support@vert-age.com, a reply will be given within one working day.

- On-Site Visit: On-site visits are taken generally in Office Hours to the customer premises. For the customers who operate in other time zones, it can be taken other than office hours. The following are the cases when on-site visits are taken.

a. On "Critical Operational Shutdown" when an online connection is broken or problem cannot be solved through direct system login.

b. On "Customer Request", within 24 hours of raising such request.

c. In the cases "Handover". A "Handover" is defined as a user (normally a system admin) training time. This is typically 2-5 days of time after the installation and commissioning of the package. On-site support is limited to the cities, where Xenottabyteoffices are located. Additional charges are applicable for other cities, unless or otherwise stated in the support agreement.

Priorities of Support

- High Priority: This is defined as a total disruption of operations depending on the package.
- Medium Priority: Issues of medium priority cause disturbance in normal operation and are continuous in nature.
- Low Priority: The issue occurs once in a while and does not cause much disturbance in normal operations.

Support Timings

- General Support Hours: Monday to Saturday 10:00 AM – 7:00 PM. Except for national holidays and major festivals.
- Extended Support Hours: Monday to Saturday when general support hours are not applicable. Except for national holidays and major festivals.
- Emergency Support Hours: All times, when General Support and Extended Support hours are not applicable.

Exception Criteria:

Our services may be delayed or restricted in the following conditions.

- Problem/ Issue resolution involves a third party.
- Unavailability of resources for problem resolution. For example, No internet connection for secure shell login, power breakdown of the site, Security permissions, Hardware device failure.
- Extreme environmental conditions (Natural Mishap, Curfew, etc.) preventing our support engineers to access the resources to support.5. Matrices

5.1 Support Type and Timming

Support Type	Timing
Basic Support	General Support Hours (10 A.M – 7 P.M)
Customization Support	General Support Hours (10 A.M – 7 P.M), on request
On-site Support	General Support Hours (10 A.M – 7 P.M), on request
Maintenance Support	General Support Hours (10 A.M – 7 P.M)
Critical Support	General Support Hours (10 A.M – 7 P.M), emergency

5.2 Support Means and Timing

Support Means	Timing
Online	General Support Hours (10 A.M – 7 P.M)
Email	General Support Hours (10 A.M – 7 P.M)
On-site	General Support Hours (10 A.M – 7 P.M)
Telephone	General Support Hours (10 A.M – 7 P.M)

5.3 Resolution Tmmimg

Support Priority	Response Time	Turnaround Time
Basic Support	Immediate	1 working day
Customization Support	24 hours	3 working days
On-site Support	2 working days	5 working days

5.4 Support Esclanation

Level	Designation	Name	Contact
Level 1	Support Engineer	Shrikat Rastogi	+91-8006828082
Level 1	Support Engineer	Shivam Pal	+91-7906103038
Level 2	Project Manager	Sumit Kumar	+91-8810692314
Level 3	Technical Head	Manikant Verma	+91-9716103639

5.5 Normal and Exteded Support

Support Type	Normal Support	Extended Support
Basic Support	Available	Available
Customization Support	Charged on work statement	Charged on work statement
On-site Support	Charged	Available
Maintenance Support	Charged	Available on specific request
Critical Support	Available	Available