



Support Services Program



Revision 1.0
February 2012

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1.0 Purpose of this Document

The purpose of this document is to outline ECI Support Services, service expectations and responsibilities as they relate to the hardware and software described in Schedule A of an ECI Support Services Agreement. ECI and the customer can use this document to facilitate the planning process and day-to-day communications as they relate to:

- ECI Support Services
- Customer and ECI responsibilities
- Incident reporting process
- Incident severity levels and ECI response procedure
- ECI contact information and escalation
- ECI service fee schedule

2.0 ECI Customer Care Programs

ECI offers a number of programs for the ongoing support of the telephone system either through ECI's Helpdesk and/or onsite technician visits. These programs are available as annual prepaid agreements for:

| ECI Extended Hardware Protection | Software Assurance | 9-5 Support | Managed Service 24x7 |
|---|---|--|---|
| Hardware protection on your telecom server hardware if not currently under manufacture warranty | Keep your software current and take advantage of new feature releases. Labour included ⁽¹⁾ | ECI technical support Mon – Fri 9am – 5pm EST. | ECI technical support 24x7 including free ⁽²⁾ helpdesk changes |

(1) See section 2.4 for details

(2) See section 2.3 for details

2.1 ECI Extended Hardware Protection – This program provides hardware protection for your telecom system's core components after manufacturer's warranty has lapsed. This program includes replacement equipment cost as well as labour costs for the replacement only when paired with 9-5 Support or Managed Service support. ECI Customer Care extends only to hardware listed in Schedule A that is actively supported by the manufacturer. Components that are "discontinued" (to include "Out of Support", "End of Life" or any other such related term) will be supported by ECI on a best-effort basis and excluded from ECI's SLA in the event of failure. ECI labor charges may apply to support efforts on discontinued hardware and software.

2.2 9-5 Support - This basic program includes ECI technical support Monday-Friday from 9am-5pm EST for all equipment listed in Schedule A and covers the following:

- Helpdesk support for Severity 1 or 2 tickets
- Onsite service support for Severity 1 or 2 service tickets when Helpdesk support cannot resolve the issue
- Reduced rate on blocks of change units for Severity 3 tickets (Move, Add or Change) orders. No Change Units are included in 9-5 support
- Contracted response and resolution time (see Section 7)
- Additional discounts on new NEC hardware
- Emergency support during the 9-5 timeframe only with waived emergency callout charges. Emergency calls after 5pm and before 9am are subject to emergency rates as seen in Section 11.1

2.3 Managed Services 24x7 – This premium support program includes ECI technical support Monday-Friday from 9am-5pm EST for all equipment listed in Schedule A as well as 24x7 emergency coverage. With Managed Services you will receive the following:

- Helpdesk support for Severity 1 or 2 tickets
- Onsite service support for Severity 1 or 2 service tickets when Helpdesk support cannot resolve the issue
- Change units* for Severity 3 (Move, Add or Change) orders as well as a reduced rate on additional blocks of change units if required.
- Contracted response and resolution time (see Section 7)
- Additional discounts on new NEC hardware
- Emergency support 24x7 with waived emergency call out charges
- Annual maintenance inspection at customer request

* 1 change unit = 30 minutes of helpdesk labour

2.4 Software Assurance - Software Assurance is an important support option for clients with newer systems, contact centre and Unified Communications applications. Software Assurance is an annual manufacturer’s program that provides:

- Major and minor revisions, patches and bug fixes to your software
- Ensures that your software is always at a manufacturer supported version
- Guarantees technical support for your software

Included with Software Assurance is the following remote after hours labour. Remote access to the system is required. Any additional labour will be billed at standard after hours labour rates:

| SV8100 | SV8300 | UCB |
|----------------|---------------|----------------|
| 1 hour labour* | 1 hour labour | 2 hours labour |

*Software release 6 and PZ-ME50 component required for remote upgrades to SV8100

2.5 Renewal ECI monitors the Support Services status of your system and will contact you with renewal options before the expiry of your current agreement. Unless cancelled by the Customer, this Agreement automatically renews for an additional 12 month term with similar Terms and Conditions.

2.6 Services Outside the Coverage- The following items are not included in the ECI Support Services Program:

1. Move, Add and change requests for hardware or software additions or changes outside of change units provided by Managed Services
2. Trouble shooting telco, LAN/WAN or other non-ECI installed services where the source of the problem is in the IT infrastructure of the customer's network
3. Replacement of consumables associated with the equipment installed by ECI
4. Exclusions as noted in the terms and conditions as listed in the annual agreement

While ECI may perform these services at a customer's request, they are charged according to current ECI rates.

2.7 Time and Materials Services – For clients without an active Support Services agreement ECI offers non-contracted services with a best-effort completion time at standard labour rates as seen in Section 11.

3.0 The Customer's Role

1. Establish and maintain remote internet connectivity to the telephone system, messaging system or related ECI applications. A connection via LogMeIn or equivalent is preferred
2. Ensure all service requests as defined in 6.2 are reported to ECI's Helpdesk as follows:
 - a. Severity 1 must be reported via telephone and supported via e-mail
 - b. Severity 2 or 3 incidents may be reported via telephone or e-mail
3. Provide name, location, office and cellular telephone number and a detailed description of the incident when leaving a voicemail or e-mail message
4. Remain continuously available via phone until Severity 1 issues are resolved
5. Respond to requests for information in a timely manner
6. Provide feedback regarding ECI's support service
7. Coordinate and perform functional testing in a timely manner to assist ECI in resolving a service issue
8. Notify ECI of all planned outages, regularly scheduled maintenance windows and any changes to those windows. Unusual planned business patterns that could cause significant spikes in volume need to be reported to ECI as far in advance as possible
9. Maintain the software level of the applications covered by the ECI Support Agreement within minimum manufacturer supported releases
10. Develop and maintain a schedule to locally backup and archive the telephone system, voice mail and other important telephone-related databases
11. Maintain a suitable operating environment for the equipment noted in Schedule A of the Agreement
12. Maintain customer provided servers, operating systems and other IT infrastructure necessary for the operation of the Equipment at an appropriate level
13. For routine contact information see section 8.0

4.0 ECI's Role

1. Maintain the hardware and software identified in Schedule A based on the manufacturers documentation
2. Use all reasonable efforts to ensure hardware and software is available for users to log on and use during standard hours of business except for scheduled outage windows
3. Notify of planned outages, regularly scheduled maintenance windows and any changes to those windows. A minimum of forty-eight (48) hours' notice is required
4. Maintain an inventory of mission-critical components such that if a mission critical component fails it can be replaced or the issue resolved within the timeframes noted in 7.0
5. Respond as noted in section 7.0 to customer requests for service
6. Monitor open tickets to ensure timely response and resolution of incidents
7. Apply ECI standard escalation procedures as required. See section 10 for internal escalation path and section 8.0 for associated contact numbers
8. Provide appropriate feedback on the current status of an incident
9. For Software Assurance clients ECI will provide a quotation for technician labour for software upgrade and pre-deployment testing as required
10. Notify customer of all planned, proposed and actual changes to software or hardware
11. For non-emergency contact information see section 8.0
12. Instruct the system administrator on Backup procedures

5.0 ECI's Business Hours:

| | |
|---|-------------------------------------|
| Monday-Friday (except Ontario Statutory Holidays) | Monday-Friday 08:30-17:00 EST |
| Helpdesk: Monday-Friday (except Ontario Statutory Holidays) | Monday-Friday 08:30-17:00 EST |

6.0 Service Level Parameters

6.1 Key Terms

6.1.1 Acknowledge time – The time between the customer notifying ECI that an incident has occurred and ECI opening a service ticket to resolve.

6.1.2 Resolution – A state achieved when the situation that caused the support call has a viable workaround or has been repaired and verified. If the support call involves ECI opening a service ticket with the customer's telco service provider, ECI considers its service ticket resolved when the telco service ticket has been opened.

6.2 Severity Levels

| | |
|-------------------|--|
| Severity 1 | <p>A Severity 1 incident is one that has a major impact on system functionality that can include:</p> <ul style="list-style-type: none">• CPU failure, voice messaging system failure• Power supply failure• Failure of 25% of incoming/outgoing lines/trunks• Primary console failure• 8+ telephones ports out of service <p>. For smaller customers, ECI Helpdesk uses its discretion when classifying Severity 1 events based on the criteria above</p> |
| Severity 2 | <p>A Severity 2 incident is medium priority issue that has a limited impact on system functionality that can include:</p> <ul style="list-style-type: none">• Less than 25% of incoming/outgoing lines• Less than 8 telephone ports out of service• 1 user using a significant application (eg. ACD/contact centre.)• Multiple users accessing a lower priority application (eg. Dial from Outlook) |
| Severity 3 | <p>A severity 3 incident is typically a customer-initiated Move, Add or Change (MAC) request for additional equipment or system programming. The ECI response time to MAC requests is dependent on the nature of the work involved. Labour-only requests can be completed within 5-10 business days. If equipment needs to be ordered from the manufacturer, a 10 business day lead time is typical.</p> |

6.3 Catastrophic Damage

In the event of a catastrophic failure, destruction, or irreparable damage to key components of the system ECI's objective is to restore communications service to a basic level of minimum 10% of the total sets or line groups or more as determined by the circumstances, within forty-eight (48) hours of notification. This ad hoc restoration may involve:

- Communication with the named customer contact regarding their disaster recovery program
- The onsite replacement of the telephone system to a basic functional level as an emergency solution
- Co-operation with telco and network providers for the rearrangement of incoming PSTN services
- Re-routing of incoming trunks to cellular phones, SoftPhones or other emergency answer points
- The replacement of the telephone system at the existing or at an alternate location at a fully functional level as a long term solution

Ad hoc restoration services are billed at existing ECI rates for hardware and labour. Proactive disaster recovery planning for specific sites is available as an ECI consulting service.

7.0 ECI Response Levels

| | |
|-------------------|--|
| Severity 1 | <p>During ECI business hours:</p> <ul style="list-style-type: none"><input type="checkbox"/> 2 minutes acknowledge time<input type="checkbox"/> 4.0 hours temporary/viable resolution time<input type="checkbox"/> 24 hours complete resolution time <p>Non-business hours</p> <ul style="list-style-type: none"><input type="checkbox"/> 20 minutes acknowledge time<input type="checkbox"/> 6.0 hours temporary/viable resolution time<input type="checkbox"/> 24 hours complete resolution time |
| Severity 2 | <p>During ECI business hours:</p> <ul style="list-style-type: none"><input type="checkbox"/> 2 hour acknowledge time<input type="checkbox"/> 48 hours resolution time <p>Non business Hours</p> <ul style="list-style-type: none"><input type="checkbox"/> next business day<input type="checkbox"/> 48 hours resolution time |
| Severity 3 | <p>During ECI business hours:</p> <ul style="list-style-type: none"><input type="checkbox"/> 24 hour acknowledge time<input type="checkbox"/> Resolution within 5-10 business days or best effort based on hardware and software availability |

8.0 ECI Contact Information

| Contact | Phone | e-mail |
|--|---------------------------------|---------------------|
| ECI Help Desk | 519 624-9134 or 888-330-6775 | helpdesk@ecitech.ca |
| Service Manager Mike James | 519 624 9134 ext 204 | mjames@ecitech.ca |
| Operations Manager Tyson Duncan | 519 624 9134 ext 201 | tduncan@ecitech.ca |
| Sales and Marketing Manager Richard Evans | 519 624 9134 ext 215 | revans@ecitech.ca |
| President Amin Khan | 519 624 9134 ext 202 | akhan@ecitech.ca |

9.0 ECI After-hours Emergency Contact Information

| Contact | Phone | e-mail | Comment |
|------------------------------|---------------------------------|---|--|
| ECI's On- Call Support | 519 624-9134 or 888-330-6775 | Not available for after-hours emergencies | Press 1 for service and leave a callback message |

10.0 Escalation Table

| | Initial Service Request | First Escalation | Second Escalation |
|-------------------|-------------------------------|---|---|
| Severity 1 | 0 Hrs >>>>>>>> | + 4 hours >>>>> | +24 hours |
| Customer ECI | Prime Contact ECI HelpDesk | Customer Defined ECI Service Manager | Customer Defined ECI Operations Manager / Account Manager |
| Severity 2 | 0 hrs >>>>>>>> | +48 hours >>>>> | + 72 hours >>>>>>>> |
| Customer ECI | Prime Contact ECI HelpDesk | Prime Contact ECI Service Manager | Customer Defined ECI Operations Manager |
| Severity 3 | 0 hrs >>>>>>>> | + 10 days | +15 days |
| Customer ECI | Prime Contact ECI HelpDesk | Prime Contact ECI Service Manager | Customer Defined ECI Operations Manager |

11.0 ECI Fee Schedule

| | Zone 1 | Zone 2 | Zone 3 |
|---------------------------------|--|--------|--------|
| Helpdesk | 55.00 per 20 minute ticket, 100.00 per hour thereafter | | |
| First Hour ⁽¹⁾ | 125.00 | 150.00 | 175.00 |
| Additional Hours ⁽¹⁾ | 100.00 | 120.00 | 130.00 |
| Cabling Labour ^(1,2) | 90.00 | 100.00 | 110.00 |

Notes:

(1) Standard business hour rate. A premium is charged for labour outside regular business hours of time and one half.

(2) Billable after the appropriate first hour labour rate for location zone

11.1 ECI Emergency Service Fee Schedule

| | Zone 1 | Zone 2 | Zone 3 |
|-----------------------------|--------|--------|--------|
| Emergency Callout Charge | 400.00 | 400.00 | 400.00 |
| Labour Rate 9am-5pm Mon-Fri | 100.00 | 120.00 | 130.00 |
| After Hours Labour Rate | 150.00 | 180.00 | 195.00 |



Contact Us

Let Our Team Help Your Team

Help Desk and Service Team

ECI Help Desk

519 624 9134
888 330 6775

helpdesk@ecitech.ca

After Hours Emergency Support

Please leave a message

519 624 3194 ext 1
888 330 6775 ext 1

Service Administrator

Nicola Parkinson

519 624 9134 ext 205

nparkinson@ecitech.ca

Service Manager

Mike James

519 624 9134 ext 204

mjames@ecitech.ca

Operations Manager

Tyson Duncan

519 624 9134 ext 201

tduncan@ecitech.ca

Sales and Administration Team

Accounts Receivable

Bill McCreight

519 624 9134 ext 200

bmccreight@ecitech.ca

Sales and Marketing Manager

Richard Evans

519 624 9134 ext 215

revans@ecitech.ca

President

Amin Khan

519 624 9134 ext 202

akhan@ecitech.ca