Service Level Agreement
For
M-F, 8 am – 6 pm Support

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1 ESCALATION AND RESPONSE PROCESS

This document provides details for Monday through Friday, 8 am – 6 pm Central Standard Time (CST, USA) Extended Support, Trouble Ticket Escalation and Service Level Agreement for all products produced by XOP Networks.

Level 1 support:

The Level 1 support shall be provided by the end customer. As part of Level 1 support the Customer's staff will:

1) Set up/ Delete moderator accounts

2) Explain usage of the service to end internal users

3) Open trouble tickets for system performance issues

4) Close trouble tickets once the issue is resolved

5) Escalate issues to L2 support if necessary

Level 2 support:

Level 2 support shall be provided by XOP Networks, Inc commissioned Support staff in Dallas, USA and in New Delhi, India. The Level 2 support staff shall be able to:

1) Answer any technical query raised by the Customer's staff

2) Shall respond within 2 hours

3) Shall be able to interact with Customer's voice and data network engineers to resolve any usage related issues associated with the equipment or service

4) Open a ticket with Level 3 support and classify it as minor, major or critical

5) Close a trouble ticket with Level 3 support, and provide report to the Customer's management

Level 3 support:

Level 3 support shall be provided by XOP Networks' commissioned Support engineers based in Dallas, USA. The Level 3 support staff shall be able to:

1) Resolve any trouble ticket raised by Level 2 support staff

2) Shall respond within

    a. 2 hours for issues that are classified as '**Critical'**. Items are considered critical if they impact the voice service e.g., server failure or conferencing hardware malfunction.

b. 8 hours for issues that are classified as **'Major'**. Items are considered Major if they are not service affecting (e.g., loss of replication etc.) but need to be corrected for proper operation.

c. 24 hours for issues that are classified as **'Minor'**. Items are considered minor if they do not affect the operation of the service but cause customer complaints e.g., incorrect time of day on the server.

3) Provide a Root Cause Analysis (RCA) via email giving information about the cause, extent, actions taken and resolution plan for a trouble ticket.

4) Perform any remote maintenance activity as necessary

The Response/Recovery SLA Table below gives the Level 3 response and recovery parameters.

Issue Urgency	Response Time (Hours)	Recovery Time (Hours)	RCA email (Days)
Critical	2	6	1
Major	8	12	2
Minor	24	24	3

Response/Recovery SLA Table

Level 4 support:

Level 4 support is provided by XOP Networks' product development team. Product development is responsible for "resolution", providing the solution that addresses the cause of the event and prevents a reoccurrence. Development also performs root cause analysis and produces a report describing the root cause and steps to be taken to eliminate or prevent introduction of similar problems.

The Problem Resolution Table below gives the appropriate time commitment.

Issue Urgency	Resolution (Days)
Critical	3
Major	7
Minor	30

Problem Resolution SLA Table

2   HEALTH MONITORING

As part of providing Extended Support, XOP Networks with end customer's permission can also provide additional health monitoring and reporting capabilities as described below:

1) Dialing into the system two times every day to verify that the voice network (T1/PRI or SIP trunking) is functional.

2) Running an automated audit every morning at 4 am and emailing an audit report that provides
   a. Usage data from previous day
   b. Health report (checks the health of internal software building blocks, virus/intrusion etc.)
   c. Backup of the data base from previous day (server can be restored to database as of the previous day)

3   SUPPORT CONTACT INFORMATION

The table below provides the escalation matrix for 24 x 7 x 365 support.

Escalation Type	Hours (CST)	Email	Telephone
Level 2 and Level 3	8 am – 6 pm	support@xopnetworks.com	972-590-0200, option 2
Emergency	8 am – 6 pm	mgmt@xopnetworks.com	972-590-0219 (See Note)

Note: The Emergency telephone number above initiates a Firebar dial-out conference that connects the caller with XOP staff members so that decisions can be made expeditiously in emergency situations.

4   ESCALATION PROCEEDURES

If the particular level of support cannot resolve the end-user problem within the specified time as defined in this document, the responsible person will automatically escalate the problem to the next level, and immediately advise the end-user of the escalation via email and provide contact details (phone and email) of the next level taking over the trouble ticket resolution.

5   TROUBLE TICKETING SYSTEM

XOP Networks uses a web-based Trouble Ticketing system to keep track of customer complaints, bugs, new feature requests etc. This system automatically generates email acknowledgements as a trouble ticket is processed (i.e., opened, updated, closed etc.) through our system. The trouble ticket system is located at https://myxop.com .

6   SYSTEM BACK-UP AND RESTORE

The end-user will be given access to one/or both of the following system back-up facilities (including operating systems(s), & application software):

1. System Build DVD(s) which can be used to re-build the XOP provided software components. Any database backup image of end customer's server if available.

2. Access to a XOP Networks' maintained File Transfer Protocol (FTP) site, whereupon the End-user can download a recovery system image with appropriate security credentials.

In cases where a XOP Networks' product incorporates firmware and software from OEMs (for example NEC, Cisco, etc.), XOP's responsibility will be limited to providing software that comes directly from the OEM in support of their product.