

## Technical Support Priority Assignment

Priority	In Service <i>End-User Customer has system in use</i>	Not in Service <i>In installation cycle or removed from service for move, relocation, etc</i>
1	System Down	-----
2	Major Outage	System Down
3	Minor Outage	Major Outage
4	Information Request	Minor Outage
5	-----	Information Request

### Definition:

- System Down: No call processed or a major application is non-functional.
- Major Outage: 20% or more of ports down or 20% or more of calls not received.
- Minor Outage: Less than 20% of ports down or less than 20% of calls not received.
- Information Request: For hardware or software information, or documentation clarification.

## Technical Support Escalation Process and Total Elapsed Time Until Response

Priority	Escalation		
	1 <sup>st</sup> Contact	2 <sup>nd</sup> Contact	3 <sup>rd</sup> Contact
	Total Elapsed Time Until Response		
1	2 hours	4 hours	6 hours
2	4 hours	6 hours	8 hours
3	6 hours	12 hours	24 hours
4	8 hours	48 hours	3 days
5	24 hours	4 days	7 days

This is a response guideline, not a resolution guideline matrix. For instance, if a priority one situation is not responded to by the 1<sup>st</sup> Contact within the nominated response time the distributor should feel free to escalate to the next higher level, in this case the 2<sup>nd</sup> Contact.

### Support Call to Distributor (SCD)

Will be employed as the primary option for all technical support requests. Will be escalated to remote dialup access if deemed necessary by VoiceNet or if the fault cannot be resolved within the resolution guidelines.

### Remote Dialup Access (RDA)

Will be employed as the secondary option for all technical support requests. Will be escalated to an onsite attendance if deemed necessary by VoiceNet.

### Escalation Contacts

To be contacted in increasing order of priority. Form of contact to be phone, SMS or email where appropriate. Requests for Technical Support specifying detailed problem description and all related essential information shall be sent to the following contacts:

1<sup>st</sup> Contact      VoiceNet Support Hotline (no SMS facility)  
Tel:    +61 2 9997 7109  
Email: support@voicenet.net.au

2<sup>nd</sup> Contact      Business Support Manager  
Name: Alexandra Ivakhnenko  
Tel:    041 525 4747  
Email: alexa@voicenet.net.au

3<sup>rd</sup> Contact      Director  
Name: Mark Robert Jeffcoat  
Tel:    041 200 7447  
Email: markj@voicenet.net.au

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## Technical Support Resolution Process

Priority	Total Elapsed Time Until Resolution
1	36 hours
2	48 hours
3	3 days
4	7 days
5	14 days

Total Elapsed Time commences after the Support Response has been made, not from after the initial fault notification.

## Technical Support Duration and Limitation

The processes and guidelines described in this document under which VoiceNet will provide Technical Support to the Distributor will only apply during the product Warranty Period applicable to each system supplied by VoiceNet to the Distributor.

While VoiceNet will always make best endeavours to provide timely technical support responses and resolutions to Distributor requests, VoiceNet cannot guarantee that it will provide Technical Support which meets the processes and guidelines described in this document for systems which are either not under warranty or not under some other maintenance agreement with VoiceNet e.g. back-to-back maintenance agreement with the Distributor.