

Envoi Networks Support Procedures

Envoi Networks is here for you!

As your technology partner, you can count on us to get to know you by name because we value your time and understand that communications systems are crucial for business—lags, interruptions or outages are not acceptable. If you ever have an issue, we will help you—immediately and completely. We are accessible, personal and ready to assist. Envoi Networks provides you with two ways to open a case:

- 1. Send an email to support@envoi.com**
- 2. Call 877-495-9604 and choose option 2.**

Case Reason or Classifications

We provide users with the ability to classify each case based on your own determination. It is important to classify cases properly so that we can provide you with the best service and responsiveness possible.

Case Classifications are:

- **Question (Severity: 3)**
You have “how to” questions, configuration changes, or new feature requests. The result does not impede the operation of a system.
- **Configuration Change Request (Severity 2)**
You like to change a feature in your PBX portal and like to request Envoi Networks support team to make this change. There is a solution and the result does not impede the operation of a system.
- **Quality Issue/Service Down (Severity 1)**
You are experiencing voice quality issues or a service interrupting problem and VoIP services cannot reasonably continue, the operation is mission critical to the business and the situation is an emergency. Such issues have one or more of the following characteristics:

Envoi Networks hosted PBX or VoIP services are not accessible to one or more phones and you eliminated any customer premise equipment (Router/Firewall/Switch), internet outage, cabling, connectivity, or other non-Envoi Networks related issues as being the cause. If that is the case, you can contact our support to determine if our network or upstream carriers are having any service interruptions. Service impacting issues are reasonably traceable to Envoi Networks hosted services and we can immediately inform you of such interruptions. We monitor and service our networks 24/7/365 and give an uptime guarantee of up to 99.999%.

Maximizing Technical Support

By meeting the following standards and using the suggestions described below, Envoi Networks will assist you in providing support services that will improve the speed and quality of services received:

- Your Network Administrator or IT Company should perform Troubleshooting Tasks Prior To Contacting Envoi Networks
- You should have in-house staff or third-party company personnel that understand your network environment as hosted VoIP & PBX configuration is an integral part of resolving a Case. Your Administrator or IT consultant should first be consulted to make certain that all local area network, wide area network, cabling, and other technologies have been tested prior to contacting Envoi Networks. This information will be extremely helpful when our representatives review your case.

Have Knowledgeable Customer Technical Contacts

Your technical contacts should be knowledgeable about Envoi Networks' services and your environment in order to help resolve system issues and to assist our support team in analyzing and resolving Cases.

Have the Ability to Reproduce Problems

When submitting a Case, your technical contact should have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist us in diagnosing and triaging the problem.

Case Escalation

Here is how Envoi Networks escalates cases based on age and severity.

Envoi Networks is committed to providing the highest quality service and support for our Customers. While preventative measures are in place to help reduce or eliminate issues relating to your Envoi Networks' services, our Customer Care department focuses on fast and accurate resolution of any support instances you may experience.

These escalation procedures are provided to enable our Customers to better understand Envoi Networks' internal procedures designed to ensure that your support instances are resolved within the shortest possible time frame.

Initial Case Received

When a Customer contacts Envoi Networks' Support, we gather the details of the problem and we try to resolve it immediately. On some tickets that are not immediately resolved, we will note the issues along with any details and will send them as an email to Customer. If Customer notifies Envoi Networks' support via email (support@envoi.com), then a Case is opened automatically and an acknowledgment email is sent to the Customer.

Most problems are resolved the within [Two (2) hours] from time the case is reviewed by a specialist. If the problem is complex or involves additional troubleshooting, the Customer will be notified and will be provided with an explanation of what action is being taken.

First Level Escalation

If after [Two (2) hours] of effort the support agent has not resolved the problem to the Customer's satisfaction, an escalation specialist, trained in more complex problem scenarios, begins troubleshooting the problem. At [second hour] mark, the specialist will contact Customer with a status update.

Second Level Escalation

If the problem has not been resolved to the Customer's satisfaction after [Three (3) hours], the specialist will continue working on the problem and will evaluate and revise the planned approach. If required, the specialist will also involve and escalate problems to the appropriate level with our [Engineering Group]. The specialist will contact the Customer with regular status updates.

Third Level Escalation

Once a Case has been open for [Four (4) hours], the specialist will escalate the situation to the Head of Engineering to ensure management awareness of any serious or ongoing problems.

Fourth Level Escalation

If a Customer-specific issue continues for more than [Five (5) hours], the Head of Engineering will put a team together to look into this matter further and to resolve it in a timely manner based on the details of the incident. This Escalation Policy applies to SEVERITY 1 cases only

For Severity 2 issues, the resolution process follows the same Escalation Policy, except notification times extend to:

First level escalation after [4] business hours, second level escalation after [8] business hours, third level escalation after [12] business hours.

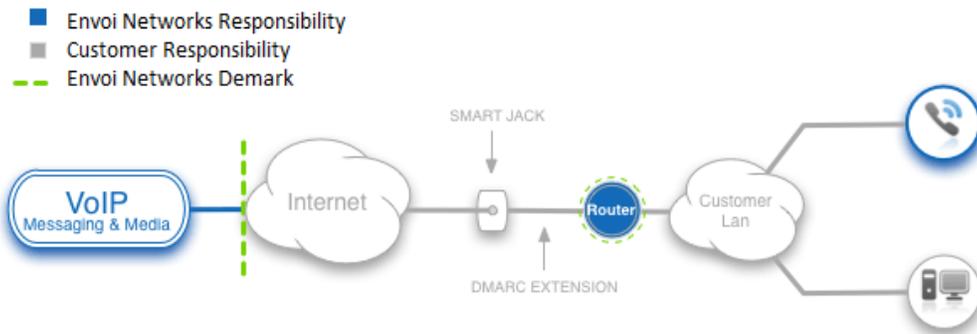
The Escalation Policy is designed to ensure that all parties are notified and updated with status information from the moment a service problem is discovered. It is this commitment to keeping everyone "In the Loop" that allows Envoi Networks to work as a team with our Customers, channel partners and suppliers to provide the highest quality service and support!

Envoi Networks Hosted VoIP & PBX Support Parameters

Envoi Networks Support Policies for **Managed** Hosted PBX and VoIP Phones

When you purchase Envoi Networks' fully managed VoIP & PBX service, Envoi Networks will provide a separate VoIP Phone Network in your office along with a separate circuit. We will provide the necessary network equipment (i.e. Managed Router & Switch) and will set up QoS (Quality of Service) on your network and will be responsible for it. We will also provide email and phone support to assist in setting up your PBX (i.e. call routing, IVR's, VM settings) and will answer any questions on setup & functionality of your phones. Envoi Networks will also charge a monthly fee to monitor, maintain and upkeep these devices on a regular basis (not including hardware repair or replacement if due to customer-based damage such as a power surge).

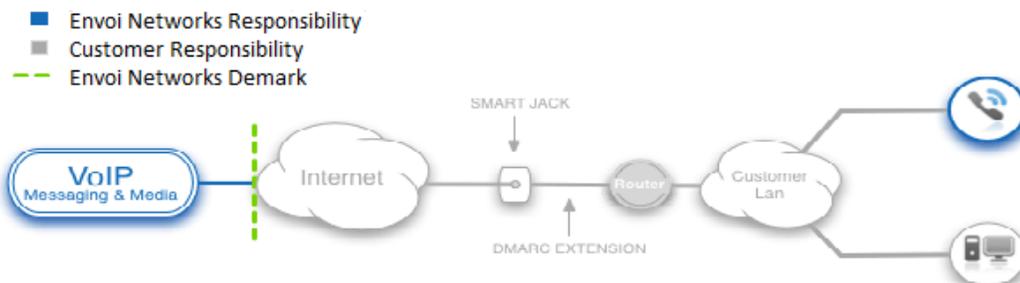
Envoi Networks insures that its Hosted Platform is up & running and will also maintain the Managed Router & Switch and will be responsible for QoS (Quality of Service) and the functionality of the IP Phones and your PBX settings.



Envoi Networks Support Policies for **Non-Managed** Hosted PBX and VoIP Phones

When you purchase Envoi Networks' non-managed Hosted VoIP & PBX Services and you provide your own Internet Circuit, you are responsible for your own Local Network as Envoi Networks will not be able to provide IT/Network support. Envoi Networks will only make sure that our VoIP & PBX services are up and running and your telephones are provisioned properly to work with our service. We will also provide email and phone support to assist in setting up your PBX (i.e. call routing, IVR's, VM settings) and will answer any questions on setup & functionality of your phones. Past that, your Network Administrator or IT Company is responsible to initially prepare your network for proper VoIP service and to provide proper Voice QoS (Quality of Service) and traffic prioritization on your network. They are also responsible to maintain and upkeep your IT network and to make sure your network equipment is up to date and has the latest firmware. Your internet connection and office cabling is also part of their responsibility.

Envoi Networks insures that its Hosted Platform is up & running and is responsible for functionality of the IP Phones and the PBX settings.



Notice: Envoi Networks reserves the right to materially change and update this process, information and criteria.