

**Delivering  
Smarter Networks**

# Annual Maintenance and Contract Policy

24online



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	24online AMC Policy Document for Internal Process

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1.0	24online Team	Mukesh Raval, Ketul Patel	Wednesday, 16 Nov. 2016

## **Aim of the Document**

This document aims to describe the terms and conditions of 24online Annual Maintenance Contract. The process of technical support provided is also discussed in detail.

## 24online Support Policy Overview

24online value its customers and their each requirement. Along with continuously working towards making 24online product as the best internet billing and bandwidth management solution, there are times when customer faces certain issues which require immediate attention. For those incidents we have established Global Support Management Centre (GSMC) at India. Our in-house support centre caters to the urgent needs of our customers by providing timely and accurate support. At GSMC every call is monitored and evaluated on technical and quality assurance parameters.

Technical support and 24online product updates [for registered modules and features] will be provided based on selected AMC plan.

## Terms and Conditions of 24online AMC

1. 24online Annual Maintenance Contract is categorized in to two sections:
  - Standard 12x5 Support
  - Premium 24x7 Support
2. 24online AMC Tool will be referred each time support is provided to any customer. Absence of appliance details availability on AMC tool, customer will be considered as non-compliance for support.
3. In case of 24online AMC contract expiry, it is important to renew AMC and update details on AMC tool regularly.
4. It is necessary to have current license details of 24online product for requesting AMC renewal.
5. In case of AMC expiry, Operation team must share about AMC extension along with following details –
  - Updated AMC end-date
  - Extension reason
  - Approval from BU Head and CFO
6. Following details will be cross-checked for eligibility by Support team –
  - Appliance Sr. No
  - User License Key [Mandatory]
  - Public Key [Mandatory]
  - AMC Key [Mandatory]
  - IP Address
  - Customer Name
  - Partner Name
  - Creation date, Renewal date, and Registration date
  - Account Manager details
  - AMC Status – Yes/No/Grace Period
  - Appliance Status – Active/Deactivated
  - Business Unit [ SMA/HIA/SCM]

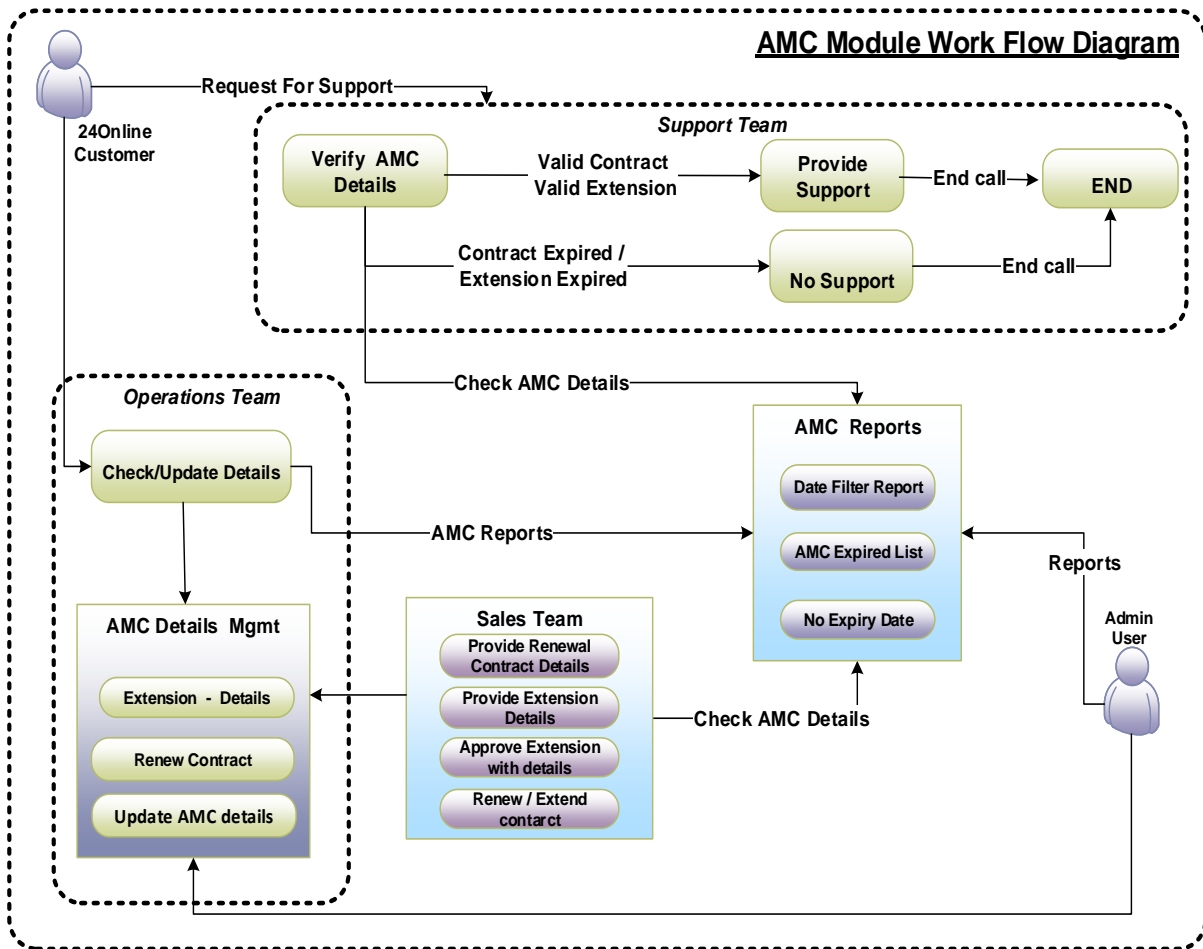
In case of non-availability of appliance details, support engineer need to provide these details along with Operation team approval.

7. Customer will remain under Non-AMC list unless and until complete updated AMC details are not provided.
8. Operation team need to verify and update these details on a regular basis.
9. Support team is free to contact operation team 24 x 7 for any kind of clarification required.
10. Support team can ask for AMC key details to customer in case of new installation/new sale done.
11. Support team can decline to provide support in case of AMC details unavailability or extension approval failure.

12. The AMC enquiry and details from customers or peer team members can be communicated on [24online.operations@sterlite.com](mailto:24online.operations@sterlite.com). The email address can be redirected to Samiksh Aggrawal, Hastak Shah, Margi Shah, Mukesh Raval and Ketul Patel.



## Flow for 24online Technical Support





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