

**Delivering
Smarter Networks**

Support Policy Document

24online



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24online Overview

We, at 24online value our customers and their needs. Although we are continuously trying to make our product as the best Billing and Bandwidth Management solution, at times there are some incidents which need immediate attention. For those incidents we have established Regional Support Center (RSC) and 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 RSC & GSMC every call is monitored and evaluated on technical and quality assurance parameters.

24online Technical Support Policy document describes the scope and the terms & conditions of Technical Support Services offered. It also explains the procedure (call escalation matrix) to be followed to avail technical support.

Please note that from time to time we may update this Policy, and we will post updates on our website at <http://www.24onlinebilling.com/technicalsupport.htm>

This policy is applicable to those customers who are covered under warranty/ Annual maintenance contract.

Warranty/ AMC Scope

- Technical support and product updates of the purchased module/feature will be provided as per the selected AMC plan (Standard/Classic/Premium).

	Type of AMC	
	Standard	Premium
Product Updates	×	✓
Support Priority	Normal	High
Chat support	✓	✓
E-mail support	✓	✓
Telephonic support	×	✓
Support plan	12x5 Support [Monday to Friday]	24x7 support
Business Hours	09.00 a.m (IST) to 09.00 p.m (IST)	24 Hours

- During the warranty period customer will be offered as per the standard plan as defined in clause 1.
- During thw Warranty/AMC period the technical support will be provided for 24online products only.
- 24online support team shall be responsible for providing L3 and L4 services only. (L1 & L2 services have to be managed by customer*)
- Support escalation matrix will be followed for any kind of technical support which is mentioned herein below. Scope of L1, L2, L3 and L4 services are defined in the Appendix to this policy.
- Customer should take system and logs backup on their servers, on regular basis. This shall be useful to retrieve the data in case of hardware failure and/or operating system crash. Sterlite Technologies will not be responisble for any loss of data due to any reason of whatsoever nature.
- Captive portal design, upload related all tasks needs to be handled by customers themselves.
- In case of hardware failure/replacement, public key reset would be served within 7 working days from the date of request received. Meanwhile demo keys will be provided for operational convinence.
- In cae of 24online appliance failure, customer will get repair/replacement of the hardware. For the repair/replacement of the hardware, customer will bare one sided transportation cost. During the replacement period customer has to arrange their own standby hardware and our support team will help the client to restore data in their standby hardware. RMA policy will be applicable for all such cases.
- Customer should keep complete track record of the license keys purchased. Customer needs to provide Sterlite Technologies with permanent license keys in case of hardware failure or

requirement due to any other reason. Re-issue of the lost permanent keys, splitting and merging of permanent license keys would be chargeable.

- No onsite visit will be provided under any AMC Plan/Warranty period.
- Customer may contact concern sales person or may mail sales team on sales@24onlinebilling.com.
 - For any customization, new requirement, enhancement request or training related to the 24online product.
 - Demo key request for evaluation of new features in product.
 - User license splitting or merging.
 - Request of new or lost permanent license key.
- Customer shall follow support escalation matrix to report the technical problem.

* Note- Customer stands for 24online clients and partners.

Support Escalation Matrix

Customer is requested to follow the following steps in case of any technical issue related to the 24Online product.

In case any technical problem related to our 24-Online product, kindly send us an e-mail at, support@24onlinebilling.com mentioning the server IP, server version, contact information and the details of technical problem.

Support Ticket Form	
Company name	
Server location	
24online Server Public IP	
Server software version	
Appliance Serial No	
Technical problem description	
Contact person	
Contact number	
User License Key of 24online Server	
Appliance Model	

You will receive a ticket number from our system, through an email, which you are requested to keep a note on, as this will be your query reference no. for all future communication regarding the query raised. Please go through appendix to know about Team, Escalation Guidelines, Response Time and Priorities Defined.

Chat Support: For chat support please contact 24online Technical Support team on following Live Chat Support. URL: <http://messenger.providesupport.com/messenger/24online.html>

Please contact our Global Support Management Center (GSMC) as next step if further communication is required. Toll free contact number: 1-800-300-03080 (Press **2** for 24online support)

For escalation you may contact our Support Tech Leads on gsmchead@24onlinebilling.com

Before calling at Global Support Management Center please keep the Request Tracking Number ready which should have all the information as per Support Escalation matrix (point 1)

Appendix

Response Time

Response time determines the time frame within which your query will be responded to by us depending upon the severity of the query.

Please find below the Priority/Severity Type definitions and the response time associated with it.

Severity Type	Definition	Response Time
P1**	Your network is "down" or there is a critical impact to your business operations. You and Sterlite Technologies will commit all necessary resources round the clock to resolve the situation	2 Business hours
P2**	Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Sterlite Technologies products. You and Sterlite Technologies will commit full-time resources during normal business hours to resolve the problem	3 Business hours
P3**	Operational performance of your network is impaired, but most business operations remain functional. You and Sterlite Technologies will commit resources during normal business hours to restore service to satisfactory levels.	6 Business hours
P4**	You require information or assistance with Sterlite Technologies product capabilities, installation or basic configuration. There is little or no effect on your business operations.	8 Business hours

**This is the agreed severity, which will not always correlate with the severity initially reported in the problem form.

Priorities defined

Priority 1 (P1)

Your network is “down” or there is a critical impact on your business operations. You and Sterlite Technologies will commit all necessary resources round the clock to resolve the situation.

Priority 2 (P2)

Operations of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Sterlite Technologies products. You and Sterlite Technologies will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)

Operational performance of your network is impaired, but most business operations remain functional. You and Sterlite Technologies will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)

You require information or assistance with Sterlite Technologies product capabilities, installation, or basic configuration. There is little or no effect on your business operations.

Escalation Guidelines

We follow an approach where all the incidents are handled in the most proficient manner.

1. As soon as an incident is reported a ticket is generated and the customer / partner are informed about the ticket number.
2. As per the incident reported, a Priority is assigned to each and every incident.
3. Within 2 hours (for premium support) first response is sent to the customer / partner.
4. By default every incident is first being handled by the Evaluation Team.
5. If Evaluation Team is not able to resolve the incident in 1 business day, the very next day ticket is escalated to Level 1 Team.
6. In case it's a Priority 2 or higher, it is directly escalated to Level 1 Team.
7. If Level 1 Team is not able to resolve the incident in 2 business days, the ticket is escalated to Level 2 Team.
8. In case a Level 1 Team engineer feels it's a complex issue; the same is escalated to Level 2 Team on the same very day.
9. If Level 2 Team is not able to resolve the incident in 2 business days, the ticket is escalated to Level 3 Team.
10. Level 3 team works on the issue and either gives a workaround, or provides a solution to the customer within 5 business days.
11. Every incident is updated on a daily basis.
12. Support hours:
 - a. Standard: 12 x 5 Support
 - b. Premium Plan: 24 x 7 Support

Sterlite Technologies shall also be responsible for fixing any bugs with respect to the operation of purchased module/feature, in seven days from the date of receiving the written complaint. In case

the same is not fixed after taking corrective action, the estimated time required to fix the query will be sent through written communication. During this period, Sterlite Technologies will provide support to avoid any operational inconvenience to the customer.

Teams defined

- Evaluation Team: Every incident which is reported comes to this team, and they create a ticket for the customer (if not already created) and assign Priority for the same. Priority is based on certain parameters which are predefined and have been decided after taking various parameters into consideration. The maximum time-frame for them to work on the reported issue is 1 business day.
- Level 1 Team: These are more experienced engineers than Evaluation team and are more technically competent as well. If Evaluation team is not able to solve the reported incident, it is escalated to this team or, if the priority of a ticket is higher the ticket is escalated to this team. The maximum time-frame for them to work on the reported issue is 2 business days.
- Level 2 Team: These engineers are the most experienced engineers in the team, and can easily diagnose complex problems. If L1 team is not able to solve a reported incident, it gets escalated to Tech Leads. The maximum time-frame for them to work on the reported issue is 2 business days.
- Level 3 Team: Expert team members who have worked at product architecture level and Quality assurance engineers work in this team. If a Level 2 Team is unable to resolve the problem, it is escalated to this team. They try to recreate the issue and find either a solution or a workaround. The maximum time-frame for them to work on the reported issue is 5 business days.

It is however agreed between the parties that the said response time mentioned herein above is merely indicative in nature and not mandatory. Accordingly, Sterlite Technologies is not obliged to respond the client within the said time period. Sterlite Technologies shall however try and make all necessary efforts to ensure responding to the client within the said time period.

Scope Definition of L1, L2, L3 and L4 Support Executives

Level 1 – Monitoring, Initial Investigation and Escalation

- Level 1 Support Services relate to the surveillance of alerts, alarms, automated notifications and status of service and to the initial investigations of events, faults, Incidents and Problems.
- Level 1 Support Services are common across hardware, equipment, Infrastructures and Applications.
- Level 1 Support Services include the following responsibilities:
 - Accept escalations from users, customers and other technical & support teams
 - Attempt to resolve the escalation and conduct initial investigations using scripts, defined work procedures and routine maintenance activities remotely or on-site
 - Provide analysis and consolidate multiple escalations into one Incident
 - Proactive Monitoring
 - Respond to alerts, alarms, automated notifications and changes to status of Service
 - Conduct initial investigation
 - Clear and reset alerts, alarms, automated notification and status of Service
 - Track alarms until Restoration
 - Categorize the events, faults, issues, Incidents and Problems
 - Log and capture sufficient information to enable Restoration of Service
 - Track events, faults, issues, Incidents and Problems until Resolution
 - Provide regular updates to defined stakeholders
 - Deploy software and load patches in the production environment
 - Escalate to Level 2
 - Typically Level 1 Support Services will do the first level of analysis and callout to Application issues, OS/Product level issues and hardware, equipment and Infrastructures issues as appropriate
 - Level 1 will also correctly identify the component against which a level 2 issue should be raised

Level 2 – Detailed Investigation and Escalation

- Level 2 support services are related to more detailed investigations of events, faults, Incidents and Problems for a particular component
- Level 2 support services will conduct any required activities to Restore Services without changing the original design and codes of the equipment manufacturer and/or Application developer
- Level 2 Support Services include the following responsibilities:
 - Accept escalations from Level 1

- Conduct detailed investigations using tools, customized scripts, configuration changes, data fixes, replacement of hardware remotely or on-site
- Proactive health checks and maintenance activities
- Test and implement fixes and workarounds
- Provide regular updates to Level 1
- Escalate and assign events, faults, issues, Incidents and Problems to Level 3, where an application fix is required
- Assist deployment where appropriate
- Call out to hardware, OS and third party support, where appropriate

Level 3 (Applications) – Customized Development and System Integration Support

- Level 3 Support Services (Applications) are provided by the customized development provider or the system integrator
- Level 3 Support Services include the conduct of any required activities to Restore Service including changing the original design and codes of the customized development provider or the system integrator as required.
- Level 3 Support Services (Applications) include the following responsibilities:
 - Accept escalations from Level 2 and/or Incident Management
 - Assist Level 2 to restore service
 - Conduct detailed and in-depth level investigations using proprietary scripts and tools to investigate issues relating to the architecture, design and code of the customized development
 - Create and provide patches and code fixes for Restoration of Services (i.e. hot fixes, etc.)
 - Provide updates packages to the customized codes
 - Provide regular updates to Incident Management and/or Level 2
 - Escalate and assign events, faults, issues, Incidents and Problems to Level 4 (Applications) if it relates to the original Application manufacturer’s product
 - Callout to Level 4 where core product fixes are required

Level 4 (Applications) – Original Application Manufacturer Support and Maintenance

- Level 4 Support Services (Applications) are provided by the OEM of the core product.
- Level 4 Support Services will conduct any required activities to restore service where changing the original design and codes of the manufacturer is required.
- Level 4 Support Services include:
 - Accept escalations from Level 3 and/or Incident Management
 - Conduct detailed and in-depth level investigations using proprietary scripts and tools to investigate issues relating to the architecture, design and code of the original application manufacturer
 - Escalate internally to manufacturer’s laboratory for Resolution
 - Assist with Level 3 investigations
 - Create and provide patches and code fixes for Restoration of Services
 - Provide updates packages to original application manufactured product
 - Provide regular updates to Incident Management and/or Level 3



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