



Billing and Bandwidth Management Solution

Support Policy Document



## Index

24online Overview .....	3
Warranty/ AMC Scope .....	4
Support Escalation Matrix.....	5
Appendix .....	7



## 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

1. 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	Classic	Premium
<b>Product Updates</b>	x	√	√
<b>Support Priority</b>	Normal	Medium	High
<b>Chat support</b>	√	√	√
<b>E-mail support</b>	√	√	√
<b>Telephonic support</b>	x	√	√
<b>Business Hours</b>	10.00 a.m (IST) to 6.00 p.m (IST)	9.00 a.m (IST) to 9.00 p.m (IST)	24 Hours

2. During the warranty period customer will get the support as per the Premium plan.
3. During the warranty/ AMC period the technical support will be provided for 24Online products only. AMC/warranty doesn't cover the maintenance of network and network related equipment.
4. During AMC/warranty customer will get upgradation patches for new features / bug fixes but upgradation task has to be done by customer himself locally from his local network side and if needed customer will get remote assistance in the form of guidance from support team.
5. We request customer to take system and logs backup on his server, on regular basis. Back up logs in regular interval will help to retrieve the data in case of hardware failure and/or operating system crash. Elitecore will not be responsible for any loss of data because of server crash or hardware failure.
6. Public key reset would be served within 7 working days from the date of request received. Meanwhile demo keys will be provided.
7. In case of 24online appliance failure, customer will get repair/ replacement of the hardware. For the repair/ replacement of the hardware customer will bare shipment cost.
8. We request customer to keep complete track record of the license keys purchased. Customer needs to provide us with the permanent license keys in case of hardware failure. Re-issue of the lost permanent keys would be chargeable.
9. No onsite visit will be provided under any AMC Plan/Warranty period.
10. Customer may contact concern sales person or may mail sales team on [sales@24onlinebilling.com](mailto:sales@24onlinebilling.com).
  - For any customization related to the 24online product.
  - Demo key request for evaluation new features of the product.
  - User license splitting or merging.
11. Customer is requested to follow call escalation matrix to report the technical problem.



12. Revenue sharing customers will get the support as per premium plan.

### Support Escalation Matrix

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

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

company name	
server location	
server IP	
server software version	
Technical problem description	
contact person	
contact number	

2. You will receive a ticket number from our Request Tracking (RT) 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.
3. If the problem is not addressed in response time (refer APPEDIX) as per the severity (refer APPEDIX) of the problem, please call us at our Regional Support Centers (RSC) for immediate assistance.

Region	Helpline No
North-East (India)	+91-11-41589761/62
West (India)	+91-22-66951280/1380, +91-97691 01013
South (India)	+91-80-41517880/81, +91-96866 92436
International (Other than India)	+91-79-66065777



4. Please contact our Global Support Management Center (GSMC) if problem is not addressed by our Regional Support Centers (RSC).

GSMC Contact Number: +91 79 66065777

GSMC E-mail id: [gsmc@24onlinebilling.com](mailto:gsmc@24onlinebilling.com)

5. For further assistance you may contact our GSMC head Mr. Kedar Raval.

Contact No: +91 9909 002810

Email: [kedar.raval@elitecore.com](mailto:kedar.raval@elitecore.com)

6. **Chat support:** For chat support you can contact us on the following chat Ids.

- 9 [tech1\\_24online@yahoo.com](mailto:tech1_24online@yahoo.com)
- 9 [tech2\\_24online@yahoo.com](mailto:tech2_24online@yahoo.com)
- 9 [tech3\\_24online@yahoo.com](mailto:tech3_24online@yahoo.com)
- 9 [tech4\\_24online@yahoo.com](mailto:tech4_24online@yahoo.com)
- 9 [tech5\\_24online@yahoo.com](mailto:tech5_24online@yahoo.com)
- 9 [tech6\\_24online@yahoo.com](mailto:tech6_24online@yahoo.com)
- 9 [Tech7\\_24online@yahoo.com](mailto:Tech7_24online@yahoo.com)
- 9 [Tech9\\_24online@yahoo.com](mailto:Tech9_24online@yahoo.com)
- 9 [Tech10\\_24online@yahoo.com](mailto:Tech10_24online@yahoo.com)

(These are only chat ids. Please do not send e-mails on these ids.)

7. There is also live chat support option available on our website [www.24onlinebilling.com](http://www.24onlinebilling.com) to contact technical support team for online chat. Following is the url to avail this facility.  
<http://24onlinebilling.com/technicalsupport.htm>



## 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 Severity Type definitions and the response time associated with it.

Severity Type	Definition	Response Time
Critical ( 01 )**	Your network is "down" or there is a critical impact to your business operations.	1 Business hours
Major ( 02 )**	Operational performance of your network is impaired, but most business operations remain functional.	3 Business hours
Minor ( 03 )**	You require information or assistance with Elitecore product capabilities, installation or basic configuration. There is little or no effect on your business operations.	6 Business hours

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

Elitecore 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, Elitecore will provide support to avoid any operational inconvenience to the customer.