Support Policy

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MOTOROLA
PROFESSIONAL RADIO
APPLICATION partner
MAKING SOLUTIONS WORK FOR YOU

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1   Preface

Neocom Software, as a provider of TRBOnet Solutions, is committed to providing our customers with the best world-class support to make the most of your software experience.

Whenever there are unique customer issues that require the involvement of our TRBOnet Customer Support Engineer, a Support request (Ticket) can easily be opened by sending an e-mail to support@trbonet.com. You will receive Remote technical support within 24 hours primarily in English and Spanish (and other languages where necessary) in any international location or time zone . **Premier Support** is also available to those who prefer the convenience of immediate assistance (target response time of 8 hours) by remote connection with a Technical Support Engineer.

We continue to make enhancements and improvements to our customer support programs to ensure that we provide the levels of support our customers demand. Learn more below about the range of options that are available to our customers.

1.1   Feedback

If you find an error in this document, or if you have suggestions or ideas on how to improve this document, please send your feedback by email to our Support Team at: support@trbonet.com.

Please include in your feedback, the document's title, chapter, section and a snippet or text with the error (suggestion or idea).

1.2   About this Document

This document is intended for all TRBOnet customers to outline the policy used by our Support department to prioritize requests for support (given limited time and resources). This document describes the different levels of support, regional support team contacts, and a glossary of terms.

1.3   Supported Languages

The TRBOnet Team offers first level technical support during normal business hours in following languages:

Region	Supported Languages
North America	English
Latin America	English, Spanish
EMEA	English
APAC	English

Business hours:

Region	Business hours
Moscow	10:00 -18:00 UTC +3
North America	10:00-18:00 UTC -6
Latin America	10:00-18:00 UTC -4
EMEA	10:00-20:00 UTC

TRBOnet Service Level Agreement — Support Policy

2 Customer Service

- Any questions related to product features, new release availability, licenses and price quotes should not be directed to our Technical Customer Support team but should be sent to our sales department (info@trbonet.com).

3 Technical Support

TRBOnet provides technical support services to registered customers who purchases and own a supported product.

Customers who are considering purchasing a product will be supported if they need help to install a demo version. As this pre-sales support is free, assistance will be prioritized accordingly and will be based on Technical Support team member availability.

To improve the quality of support and for quicker root cause and resolution of an issue, the Quick Remote Support Tool should be utilized.

A detailed guide on how to use this tool is available on our site:
http://trbonet.com/pdf_files/TRBOnet_QuickSupport.pdf

3.1 Levels of Available Support

Feature	Basic Support	Premier Support
Knowledge Base	✔	✔
Email Support	✔	✔
Remote Desktop Support	✔	✔
Phone Support[1]	X	✔
On demand, on-Site Support[2]	X	✔
Remote Trainings	X	✔
Stable radio system image[3]	X	✔
Ongoing system monitoring every 14 days[4]	X	✔
System expansion/optimization consultation	X	✔

[1]. Direct phone number of the Engineer responsible for your system.
[2]. On-demand business trips to your location if an engineer visit is required (travel costs - flight, car rental, meals and accommodations will be the responsibility of the requestor).
[3]. The most recent stable radio system configuration files and codeplugs will be archived locally in order to quickly restore a system to its last known working configuration.
[4]. Regular radio system health reports will be provided and the system reliability will be closely monitored.

3.2 Basic Support

Tailored to your company's specific business needs, Basic Support brings the knowledge of TRBOnet experts directly to you, helping to identify and resolve your issues expeditiously.

Customers that purchase commercial licenses will receive remote desktop support from our high-qualified support engineers whose responsibility is to provide assistance in all software areas:

- Installation
- Configuration
- Issue investigation and resolution
- Professional consultation and recommendations

3.2.1   Basic Support Hours of Operation

Basic Support is provided during normal customer local business hours:

8AM - 6PM, Monday-Friday with Initial Response Time up to 2 business days.

3.2.2   Basic Support Limitations

Basic Support assistance can be denied to customers whose systems are:

- not configured according to the MOTOTRBO^{TM} System Planner.
- changed after a support session and the modifications do not meet the requirements of the MOTOTRBO^{TM} System Planner and/or TRBOnet manuals and guides.
- in very specific and unique exception cases, a support request may be denied.
  A detailed explanation of the reason will be provided.

3.2.3   Order of Basic Support

Customers should request support in the following order:

1. Dealer
2. Distributor (if applicable)
3. TRBOnet Technical Support Team

If customers request support directly from the TRBOnet Technical Support Team, they should provide explanations from their dealer or distributor as to why the dealer or distributor's Support Teams could not resolve the issue.

3.3   Premier Support

Premier Support allows you to have a support engineer assigned to a specific system. This engineer will provide support with the highest priority, and also provide remote trainings for system administrators and end users: dispatchers, operators, security, etc. Premier Support significantly improves the level of software experience and solves business cases the most efficient way. Premier support provides access to the Support engineer's direct phone number that is responsible for a particular radio system.

3.3.1 Premier Support Hours of Operation

Premier Support is provided 5 days per week (Monday to Friday) excluding weekends, 24 hours per day, with Initial Response Time up to 8 hours.

3.3.2 Premier Support Limitations

To be able to provide Premier support, 24/7 remote access to the system is required.

3.4 Creating Support Requests

In case the solutions in our documentation are unable to help resolve an issue, you may email a Support request (Ticket) to the TRBOnet Support Team.

Prior to sending the request, please read the information in regards to the Basic support (Point 3.2 of this document).

3.4.1 One Issue, One Ticket Policy

According to our general support rules, customers should create separate tickets for each individual issue or question. It is often difficult to trace the status of the original problem when various independent requests are mixed in a single thread. A "one ticket - one issue" method helps our team to process support requests in a more efficient way.

3.4.2 Support Request Severities

Severity level indicates the relative impact of an issue on a customer's system or business process. The TRBOnet Technical Support team uses the following severity level definitions to classify support requests.

Responses to problems is based on the following guidelines.

Severity	Description	Target Premium Support Response	Target Basic Support Response
Severity 1 (Urgent)	Mission critical system is inoperative.	8 hours	24 hours
Severity 2 (High)	Major functionality is severely impaired and the customer is unable to use more than one software module. Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.	16 hours	24 hours

Severity 3 (Normal)	Non-critical loss of the software functionality. A user is able to use the software but still faces some non-critical issues from time to time.	24 hours	48 hours
Severity 4 (Low)	Any minor issues or general usage questions. * Requests for information about software usage. * Enhancement requests or recommendation for future product improvements. * Missing or incorrect documentation. * Minor problems that do not impact operating process.	48 hours	96 hours

IMPORTANT: For Severity 1 cases, it is mandatory to provide a contact phone number and a dedicated person is available to respond immediately to assist the TRBOnet Technical Engineer with the reported issue.

IMPORTANT: The selected severity should be reasonable. Support engineers may reduce the severity of the ticket with your concurrence if the original severity does not match the official definition. If there is any conflict with, and agreeing on the severity level, then the issue must be escalated to the next management level for resolution.

3.5   Submitting Support Requests

The most effective method to submit a Support request to the TRBOnet Technical Support team is via an email request. Phone calls or text messages are unacceptable.

3.5.1   Submitting Request by Email

When a Support request is submitted by email – support@trbonet.com – it will trigger an internal tracking support ticket that can be referenced in future correspondences.

To reduce the resolution time and avoid additional contacts from the Support team for more clarification of the issue, please provide as much detailed information as possible:

- Issue description itself.
- Current server type and version (all 4 sets of digits – #.#.#.###) and radio network type (IPSC, Cap+, LCP, Connect Plus, or Cap Max) and configuration (IP connection, Control Stations, etc.).
- Exact error which appears in the product.
- All related log files (TRBOnet Server log, Windows Application and System/Event log).

- Actual codeplugs of your controls stations, repeaters and subscriber units.
- Screenshots (if needed).
- The exact time the error occurred.
- Any system specific information. Number of sites, number of repeaters, topology, etc.
- Describe the exact steps for reproducing the issue.
- Describe the latest actions made on the system, units, server/console before the problem occurred.
- Describe the steps you tried to fix the issue.

3.6   Participating in Customer Satisfaction Survey

Our current and future services are based largely on feedback from our customers. In addition, your satisfaction with our services is the only way we measure our success. We conduct customer satisfaction surveys that give you the opportunity to let us know how we are doing. This is a key measure of our success.

After your issue has been resolved, please send a short e-mail with a short description regarding our support services. Your feedback will help us improve our support and increase your success.

3.7   Support Glossary

Case

TRBOnet defines a single support case as an issue that focuses on one aspect of the product, e.g., use of a specific documented feature of the product, or assistance with a specific problem or error message. While this issue may involve other aspects of the product, addressing other aspects constitutes separate issues and requires additional support cases. A single support case may involve multiple phone calls, email correspondence and offline research.

Documentation Error

TRBOnet defines a documentation error as inaccurate information or instruction provided in the documentation accompanying the product. Such documentation includes user manuals, Release notes, README files and TRBOnet product support site document.

Installation

TRBOnet defines installation as the process in which the product installation program is extracted from a CD, DVD, downloaded executable or network drive, onto a single computer's hard drive, and the setup program is run to completion in accordance with the authorized installation instructions. A completed installation is determined by the successful first run of the application. Standard installation does not include network installations or silent installs to a network environment.

Product Defect

TRBOnet defines a product defect as a technical aspect or functionality of a product that does not execute and deliver results as documented in the supplied product documentation. Unexpected behavior that can be isolated to a user's specific configuration or environment does not constitute a product defect. TRBOnet Technical Support may provide troubleshooting suggestions for unexpected behavior in these cases; however, TRBOnet is not responsible for the resolution of any such behavior. An issue is recognized as a product defect only after it has been reproduced in steps provided by the customer and has been confirmed by a TRBOnet Support Engineer in a supported system environment.

Resolution of Issue

Once an issue is accepted as being within the expertise of Technical Support, resolution of a Technical Support issue will be defined as accomplishing any one of the following:

- Providing a reasonable solution to the issue
- Providing a reasonable work-around to the issue
- Determination by TRBOnet that the issue is a product enhancement request and forwarding the request to Product Management for future consideration

- Escalation of the case/product defect by Technical Support to the Engineering department for review

  TRBOnet Technical Support cannot guarantee resolution for every issue, but the engineer will make every reasonable effort to do so.

  TRBOnet reserves the right to change the terms and conditions of its support offering anytime, from time to time and without notice.