

HandsFree Networks Support Policy

Modes of Support

1. Customers have the ability to obtain HandsFree Networks support through a self-service Knowledge Base solution (<http://portal.handSFreenetworks.com>) which is available from HandsFree Networks website and includes articles covering all common issues addressed by support.
2. For issues that can't be resolved using the Knowledge Base, Customers may submit a ticket by emailing HFN support at support@handSFreenetworks.com or using our online form our website http://handSFreenetworks.com/index.php?option=com_facileforms&Itemid=664 . This option creates a support ticket based on details supplied at the time of submittal. A ticket number is assigned and emailed to the submitter at the time of creation and is required for tracking purposes by the HFN support team. Response time will adhere to the "Expected Response Time" guidelines published below.
3. For tickets that can't be resolved using electronic communications, outbound telephone support is prioritized based on Severity (as described below). A ticket must be filed in order to be eligible to receive telephone support. In such cases based on support staff availability, HandsFree Networks will call customers regarding the highest severity issues in order to assist with resolution. Please be aware, that no service level is applied to inbound calls as availability is limited and wait times may be lengthy.

Incident Reporting

All incidents are required to be submitted and tracked using the ReTRAC ticketing system from the website <http://support.handSFreenetworks.com/retrac/customer.pl> by their respective user name and password; please request HFN technical support team for user access.

Customers should review the ticket or email responses and action any requests.

When submitting a new incident you are requested to supply as much detail as possible for the HandsFree Networks support staff to properly identify and diagnose the issue. This information includes but is not limited to:

- Server URL and Site name which appears on the dashboard screen of the HFN server
- The Machine name(s) of the customer.
- A general description of the operating environment.
- A reproducible Test Case that demonstrates the specific usage that causes the product problem being reported (if possible)
- Log files, trace and system files to be sent as an attachment.
- Exact wording of all related error messages, including screenshots as appropriate.
- A full description of the Incident and expected results.

A ticket number will be assigned to this issue which will be used as the official reference-id for the incident and must be supplied when reviewing activity and responses generated by the HFN support team. Failure to supply this information upon request may result in delay of support assistance.

Contact Person

All reports of incidents must be made to HFN by contact(s) person. Support will be provided to an agreed reasonable number of contact people. Assigning contact person ensures that only contact(s) personnel are able to engage HFN staff in activities which may necessitate modifications or scheduled downtime of the system. Further, it allows the customer to manage support issues more efficiently by using a centralized approach.

Each contact(s) person must have sufficient technical expertise, training and/or experience to follow advice and process given by HFN staff whilst understanding and mitigating any associated risk to system availability

and will be responsible for all communications with HFN. The customer will promptly notify HFN in writing or by e-mail of the names, e-mail addresses and direct telephone numbers of its chosen contact person. The customer may substitute Contact(s) person from time to time by giving HFN prior notice in writing or by e-mail, including the relevant details for any new Contact Person.

Expected Response Time

The HFN Support staff will respond to issues submitted based on the severity of the issue. The following table outlines the definition associated with issue severity and the target response guidelines, provided that HFN will use commercially reasonable efforts to provide an initial response as quickly as possible depending on staff availability:

Severity 1 (critical)

- Entire system down, agent's offline or HFN server stopped
- No longer than 8 hours response.
- Telephone contact by Regional Tier 2 within no longer than 4 hour during regional business hours.

Severity 2 (high priority)

- A critical feature/function/alerts of the Software is not working or the system integrity is at risk
- No longer than 12 hours response

Severity 3 (normal)

- A feature/function of the Software is not working
- No longer than 18 hours response

Severity 4 (Low)

- No impact to workflow, feature request, 'How to'
- No longer than 24 hours response

The goal of support is to provide a resolution to a submitted issue with the first response. There are cases where additional information may be required to isolate a resolution. Response times to these information requests are dependent on the customer. Once a response to an information request is received, the support staff will use commercially reasonable efforts to adhere to the initial response times outlined above.

Additionally there are cases where reported issues require escalation to the development team for further diagnostics. These issues typically require access to the HandsFree server and gathering of system logs for review. Response times are dependent on both HFN and the customer and may take a number of iterations to isolate the root cause of the issue. The support team will use commercially reasonable efforts to mitigate the time required to identify the cause of the issue and provide a resolution. If a program change is required to resolve the issue, an estimate will be provided to the customer of an expected delivery of a fix. It should be noted that the majority of these product updates come in the form of a "updates" which is a very isolated update of the code addressing a specific issue. These "updates" do go through a limited QA process and may unintentionally affect other operational aspects of the HFN system. Development will continue to monitor these "updates" and resolve any unforeseen operational impacts as quickly as possible.

Escalation

HFN Support will automatically escalate business critical issues and will make commercially reasonable attempts to remain engaged until a resolution or workaround is in place. Customer can request further escalation at any point by updating the ticket through the website or by responding to the email thread. Tickets escalated from expected time will be responded within 4 hours after the escalation.

Customer Obligations

HFN obligation to provide support is conditioned upon the customer: (a) following all HFN installation, and maintenance instructions; (b) using the HFN Knowledge base system to research topics and potential resolutions prior to submitting an incident (c) making reasonable efforts to resolve any Incident after obtaining a proposed resolution from HandsFree Networks (d) using best efforts providing HFN, at HandsFree Networks reasonable request, with data, information, assistance, materials and access to devices as necessary; (e) promptly installing all updates and hotfixes; (f) insuring all hardware and software specifications meet HFN documented requirements; and (g) eliminating the potential conflict on non-HFN products interfering with HFN product operation.

Additional Terms

HFN does not provide any support for issues caused by: (a) incorporation or appendix of a feature, program or device to the product or any part thereof; (b) any issues caused by accident, transportation, neglect, misuse, alteration, modification or enhancement of the product; (c) the failure to provide a suitable installation environment; (d) failure to provide an adequate test environment and procedures prior to upgrading the HFN system with a major upgrade; (e) use of the product for other than the specific purpose for which the product is designed; (f) use of the product in any operating environment other than one certified by HFN for the product; HFN reserves the right to change or discontinue this support policy.

To learn more about HandsFree Networks and our solution, visit www.handsfreenetworks.com



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your software support process.