

**Sangoma Technologies
POMPs Terms of Service
For PBXact Systems**

1 Explanation of POMPs

1.1 Explanation-A POMPs package is an optional support agreement that is purchased by the Customer from Sangoma for a single PBXact system. The purchase of a POMPs base package which is sold as a Silver, Gold or Platinum and any additional Add On Feature packages entitles the Customer to certain services to be rendered by Sangoma. The purchase of any POMPs Add On Feature packages requires a purchase of the base package first.

2 Base POMPs-Coverage of service

2.1 Products-The following is a list of products covered as part of a Base POMPs Coverage of services.

2.1.1 POMPs Bronze

2.1.2 POMPs Silver

2.1.3 POMPs Gold

2.1.4 POMPs Platinum

2.2 Feature Upgrades- Customer is eligible to receive all standard software upgrades or updates released for PBXact. This includes all admin software, phone applications. All upgrades will be preformed by the customer unless they wish to engage the Support team to handle the upgrade for you. This will require the use of support credits.

2.3 Software Bugs- You will receive unlimited support for assistance in reporting and resolving a bug if you encounter one in the PBXact software as part of your base POMPs purchase. If you open a support ticket reporting a bug and it is determined the issue you are reporting is not a bug but a misunderstanding of the feature or a misconfiguration you will be required to cover the time used to diagnose and assist you in the setup as part of the Support Credit system and if you are out of support credits you agree to purchase support credits to cover the time spent.

2.4 Support Credits-Sangoma agrees to provide the following support credits for use with a Sangoma representative during Sangoma's Business Hours as defined below. Additional Support Credits can be purchased from the Sangoma Store. Customer must open a support ticket first through Sangoma's online ticketing system <https://ussupport.sangoma.com>. Once a ticket has been open all correspondences can be done through the ticketing system or through telephone. This includes items such as, but not limited to help in setting up or configuring their PBXact system, software, phones or general help on items related to their phone system.

2.4.1 POMPs Bronze- No Included Support Credits per year

- 2.4.2** POMP's Silver- 60 Support Credits per year
2.4.3 POMP's Gold- 120 Support Credits per year
2.4.4 POMP's Platinum- 120 Support Credits per year

2.5 24/7 System Outage Support. Sangoma agrees to provide a 24/7 emergency response system for customers experiencing a complete system outage on any PBX that has a Platinum POMP's plan in place. This response system will allow the customer to leave a message for Sangoma's 24 hours a day 365 days a year. The on call technician will then respond back to the call back number for the customer. System Outage is defined as the PBXact phone system can not make or receive any phone calls. Each PBX has a unique Pin code for access to the after hours department and this Pin code can be found in the Sangoma Portal at <https://portal.sangoma.com> under your Deployment.

2.6 Support Services Hours. Sangoma shall provide support Services between the hours of 9 a.m. and 5 p.m., Monday through Friday, Central Standard Time ("Business Hours") for all issues.

2.6.1 Support Service Level Agreement. Except as otherwise provided in this Agreement, Sangoma shall provide support Services for the System in accordance with the Service Level Agreement set forth below for initial response times based on when a phone call is made to the Support Department with a ticket already opened and a voicemail is left if no answer by the support department.

POMP's Bronze
No SLA is provided

POMP's Silver and Gold SLA

Severity	Description	Response Times
Critical	PBX non function for entire company	Within 4 Business Hours
Moderate	Single employee unable to function. Basic configuration concerns that impact productivity but do not prohibit communication .	Within 8 Business Hours
Normal	General questions about how to use functionality of phone handsets, IP-PBX features	Within 3 Business Days

POMP's Platinum SLA

Severity	Description	Response Times
Critical	PBX non function for whole company	Within 2 Hours 24X7
Moderate	Single employee unable to function. Basic configuration concerns that impact productivity but do not prohibit	Within 4 Business Hours

	communication.	
Normal	General questions about how to use functionality of phone handsets, IP-PBX features	Within 3 Business Days

3 **Advanced RMA Add On Option**

3.1 If a Advanced RMA Add on is purchased and still active Sangoma agrees in the event of a hardware failure to ship a replacement unit prior to receiving the defective unit back as outlined in our Warranty Agreement.

3.1.1 Customer shall open up a RMA ticket at <https://ussupport.sangoma.com> under the RMA Department.

3.1.2 A representative will review your request and if a RMA is deemed needed a replacement unit will be shipped to the Customer within 1 business day after approval.

3.1.3 Customer shall provide a valid Credit Card to be used in the even the defective RMA unit is not returned.

3.1.4 Customer is responsible for all shipping cost of the RMA units.

4 **Additional Terms of Agreement**

4.1 Length of Agreement-All POMP's packages are for a 12 month period from the date of purchase.

4.2 Renewal-All POMP's packages can be renewed by the customer after the 12 month period. This can be accomplished by logging into the Customer Portal and renewing their POMP's. All renewals are based on the last expiration date. If your POMP's expired 6 months ago and you decide to renew it, you will only get 6 months of coverage.

4.3 Purchase of POMP's at a later date-If customer elects not to purchase a POMP's at the time of purchasing their PBXact system they can purchase it at a later date. If a system was purchased 6 months ago and you decide now to add POMP's you will only get 6 months of coverage since POMP's purchase or renewals are based on the last expiration date or on a new purchase of a Phone system with no POMP's the expiration date becomes the purchase date.

4.4 Terminations of Agreement-This agreement will automatically be terminated on the same day 12 months from the order date of system. Sangoma also has the right to terminate this agreement at any time and issue a monthly pro-rated refund at its discretion with 30 day written notice to customer.

- 4.5 Transferability-** POMP's are non-transferable. Resale of any PBXact system will void this agreement. The Purchaser of the PBXact system will be required to purchase their own POMP's
- 4.6 Tracking of Time-** All POMP's support features that have Support Credit caps to them will be tracked inside your user portal. Please access your portal to see your current balance of time left at any point during the length of the agreement. Additional support can be purchased at the prevailing hourly rate inside the customer portal.
- 4.7 Remote System Access-**All remote support is done by connecting to your PBXact phone system using a SSH protocol on port 22. To receive support from Sangoma you must allow access through your firewall to port 22 pointing to the IP address of your PBXact system.