

# Subscriptions and Services Overview

Pingtel's products are offered in two ways: software only (SIPxchange™), or appliances that include hardware and software (Pingtel Certified SIPxchange Solutions – ECS only).

Subscriptions, maintenance, and support for each offering differ significantly. This overview describes the common components and differences.

Based on Pingtel's market approach, subscriptions, maintenance and support may be provided by Pingtel Solution Providers, directly by Pingtel, or in some combination.

## Introduction

SIPxchange subscriptions are the basic Pingtel component offering, and include software, updates, base level support and documentation. Subscriptions are offered on both SIPxchange ECS and SIPxchange CallManager.

Pingtel Certified SIPxchange Solutions (PCSS) include a Value Pack. Each Value Pack includes a SIPxchange ECS subscription, Red Hat Enterprise Linux software, plus phone and gateway firmware updates. All PCSS include hardware support plans.

Optional services not included in subscriptions, such as Professional Services or Training, can be purchased on an as needed basis as described elsewhere in this overview.

## SIPxchange ECS and CallManager Subscriptions

SIPxchange ECS and SIPxchange CallManager are available as either 1-year or 3-year subscriptions, and licensed for use on a specific server host and by capacity (ECS - number of users, CallManager – Busy Hour Call Completions).

The following are included with each subscription:

- **Application Software** - Pingtel's SIPxchange ECS and SIPxchange CallManager software distributions are based on components of the SIPfoundry ([www.sipfoundry.org](http://www.sipfoundry.org)) open source code base, and are tested, compiled and supported by Pingtel.

## SIPxchange Subscription Features

The following matrix summarizes the major SIPxchange ECS and SIPxchange CallManager subscription features.

SIPxchange ECS and CallManager Subscription Features (1-year or 3-year)	
SIPxchange software & updates	√
SIPxchange documentation & updates	√
Web-based self help	√
Technical Assistance Center (TAC) Access	Assistance with remedying an operational issue in a previously operational system (Note: Excludes system configuration assistance during initial installation)
Electronic TAC access	√
Electronic TAC support SLA	1 business day
Phone-based TAC support	√
Phone-based TAC support SLA	Fault isolation and resolution for Severity One issues - 24x7 within 15 minutes during NBH and within 1 hour outside NBH.

\* NBH = Normal Business Hours, Weekdays, 8:30am to 5:30pm EST/EDT, Pingtel holidays excluded

- **Updates** - Access to all newly released software versions, patches, and documentation are available during the subscription term.
- **Unlimited Web-Based Self-Help** - Subscribers receive unlimited access through Pingtel's Support Portal. This provides web access to Pingtel's Solutions database
- **Certified Testing** - Pingtel software distributions are tested for enterprise-grade standards compliance to a specified functional and performance specification. This includes a rigorous quality assurance process in addition to running all the existing open source automated unit and functional tests, assuring high reliability in production deployments.
- **Complete Product Documentation** – Technical publications for installing, configuring, and performing ongoing maintenance is available in electronic form.
- **Installation and Management tools** - Pingtel adds software to simplify the installation and ongoing maintenance of SIPxchange ECS and SIPxchange CallManager.
- **Interoperability Certification** – Distributions are tested for compatibility and performance with third-party SIP hardware and software products (phones, gateways, firewalls, IVR, ACD, conference bridges, etc.) and services provided by leading VoIP service providers. In addition, advisories are provided for known issues associated with using certain third-party SIP products with SIPxchange.
- **Operating System Information** - Distributions are certified to particular distributions of operating systems. Pingtel provides specifications regarding the selection, installation, and procurement of particular operating system distributions, including specifications of particular server hardware if required or recommended.
- **Performance Testing Recommendations** – Based on performance testing, Pingtel provides or recommends hardware platforms to support customer deployments.

## **SIPxchange ECS and SIPxchange CallManager Subscription Support**

- **Technical Assistance Center (TAC) Access** – Each subscription entitles a customer to direct TAC access for the host to which a subscription is assigned. TAC specifics include:
  - Assistance with remedying an operational issue in a previously operational system. Note: A TAC access request does not include assistance with configuration of a system during initial installation, reconfiguration, upgrade, or redeployment.
  - TAC assistance is available via phone, web, or email, depending on the severity of the operational problem.
- **Electronic TAC access** – Subscribers may submit trouble ticket requests for issues that are not a Severity One (1) issue through either the Pingtel Support Portal or an email to Pingtel's TAC.
- **Electronic TAC Support SLA** – A response to this type of request from a qualified support engineer containing an initial response to a trouble request will be provided within one business day.
- **Phone-Based TAC access** – Subscribers can contact Pingtel's TAC by phone to address issues of Severity One (1) importance. This phone access is available 24X7.
- **Phone-Based TAC Support SLA** – A qualified TAC engineer will be in contact with the customer within 15 minutes after contact is made with Pingtel. Callers with issues that are Severity One, or who do not otherwise have a support agreement for phone-based TAC access, will be directed to submit their problem reports via Pingtel's Support Portal.



## Pingtel Certified SIPxchange Solutions - Total Solutions Support

PCSS are provided with a broad portfolio of Total Solutions Support options. These options are available in either a 1-year or 3-year term and may be delivered by Pingtel Solution Providers, by Pingtel, or in some combination.

Pingtel Solution Providers have complete access to Pingtel's award winning support team. Pingtel's support team, in turn, has complete access to all partner support and engineering teams.

Each PCSS Total Solutions Support option includes two key elements:

- **Value Packs**
- **Hardware Support Plans**

### Value Pack

Each Value Pack includes SIPxchange ECS and Red Hat Enterprise Linux subscriptions, and all of the benefits of those subscriptions

### Hardware Support Plans

Each PCSS includes the following hardware (Intel-based server platform, AudioCodes gateways, and Polycom phones (optional)). Three hardware support plans are available:

- **Priority:** Provides a 7x24x365 support window, phone support, and next business day parts replacement.
- **Priority On-Site – NBD\*\*:** Provides a 7x24x365 support window, phone support, plus next business day on-site support and parts replacement.
- **Priority On-Site – 4 Hour\*\*:** Provides a 7x24x365 support window, phone support, plus 4-hour on-site support response (parts must be on-site) or next business day on-site support and parts replacement.

\*\* Parts must be on-site before a technician is dispatched. Spares kits are available. Note: Some support options may not be available in all geographies.

## PCSS Value Pack Features

The following matrix summarizes the major PCSS Value Pack features.

PCSS Value Pack Features (1-year or 3-year)	
SIPxchange ECS software & updates	√
SIPxchange ECS documentation & updates	√
RHEL software & updates	√
Pingtel certified phone and gateway firmware updates	√
Web-based self help	√
Technical Assistance Center (TAC) Access	Assistance with remedying an operational issue in a previously operational system (Note: Excludes system configuration assistance during initial installation)
Electronic TAC access	√
Electronic TAC support SLA	NBH: Within 30 minutes Non-NBH: Within 1 <sup>st</sup> hr of next business day NBH.
Phone-based TAC support	Severity 1, 2, 3 issues
Phone-based TAC support SLA	Severity One issues - 24x7 within 15 minutes during NBH and within 1 hour outside NBH.

\* NBH = Normal Business Hours, Weekdays, 8:30am to 5:30pm EST/EDT, Pingtel holidays excluded



## Total Solutions Support Options

Combining Value Packs and Hardware Support Plans provides Total Solution Support for Pingtel Certified SIPxchange Solutions. The table below summarizes the Total Solution Support Options offering.

<u>Pingtel Total Solution Support Options</u>							
		<u>Value Pack</u>		<u>Hardware Support</u>			
	Duration	SIPxchange ECS	RHEL v4.0	Support Level	Support Window	Support Delivery	Parts Replace
<b>Option 1</b>	1-Year or 3-year	√	√	Priority**	7x24x365	Phone Support	Next Business Day
<b>Option 2</b>	1-Year or 3-year	√	√	Priority On-Site – NBD**	7x24x365	On-Site Support	Next Business Day
<b>Option 3</b>	1-Year or 3-year	√	√	Priority On-Site – 4 Hour**	7x24x365	On-Site Support	Same Business Day

\*\* Parts must be on-site before a technician is dispatched. Spares kits are available. Note: Some support options may not be available in all geographies

## Optional Support Services

### Professional Services

Pingtel is committed to assisting customers and solution providers in successfully deploying Pingtel Certified SIPxchange Solutions, SIPxchange ECS and SIPxchange CallManager. A variety of services and plans are available to address your specific needs.

### Jump Start

Organizations deploying Pingtel solutions can obtain assistance from Pingtel’s support organization for design and deployment of PCSS, SIPxchange ECS and SIPxchange CallManager. The Jump Start program provides customers with up to eight (8) hours of phone and/or email-based assistance on either an initial installation, or on a major upgrade, expansion, or restructuring of a PCSS, SIPxchange ECS or SIPxchange CallManager deployment.

Pingtel’s Professional Service engineers can provide assistance in a wide variety of areas as project management, site readiness, network design planning, cable plant analysis & design, physical installation of phones, servers & server software and IP/PSTN gateways, as well as assist in final test and cutover to a new installation.

The Jump Start program can be provided remotely by Pingtel or on-site at the customer premises (extra fees apply).

## TAC support

Several support packages are available for customers and channel partners. Requests for assistance with fault isolation and resolution can be submitted via Pingtel's web-based support portal, accessible from [www.pingtel.com](http://www.pingtel.com). For Severity One issues only, requests for assistance may be submitted by phone via Pingtel's support line. A Severity One issue for PCSS, SIPxchange ECS or SIPxchange CallManager is a situation in which a system is completely down or a major component of a system is not functioning on a system-wide basis in a configuration that previously functioned.

Pingtel responds to requests for non-emergency assistance with fault isolation via Pingtel's web-based support portal, by email or phone call within one business day, excluding Pingtel holidays. Pingtel responds to requests for assistance with fault isolation for Severity One issues submitted via Pingtel's support line by phone on a 24X7 basis within 15 minutes during business hours (8am – 5pm EST, Monday - Friday) and within one hour outside business hours.

## Specialized TAC Services

The following specialized services are available:

- **Custom packages** - Customers engaged in more complex deployments can contact Pingtel to design a support package that meets their needs. Additional professional services are available for more proactive engagements including program and project management, custom development, and integration.
- **SPOC plan** - This service designates a Pingtel Single Point of Contact (SPOC) for all TAC cases logged from a specific customer. It is designed to benefit customers with multiple locations, each with an administrator handling local issues. The Pingtel SPOC engineer handles such tasks as consolidating all questions, planning responses in light of the entire installed network, coordinating with Pingtel to plan for new installations or release upgrades, arbitrating escalations from the multiple site locations, coordinating problem escalations with other vendors, and performing weekly conference calls for account status.
- **Non-subscriber support** - Customers who do not have an active subscription and who need service can obtain support from the Pingtel TAC on an hourly basis. A minimum of 2 hours will be charged for each incident.

SIPxchange ECS and CallManager can be customized to fit into a wide variety of other business systems through existing APIs or custom extensions of the open source code base. Pingtel can provide custom quotes for several types of assistance concerning the integration of your business systems:

- **Software application design** - Pingtel can provide software engineering and design services to customers and partners who have their own programming staff, but who need assistance in designing custom applications to work with SIPxchange products.
- **Custom software programming** - For customers and partners who do not have in-house software programmers, Pingtel can supply software engineers experienced in programming with SIPxchange ECS and/or SIPxchange CallManager to create custom applications, or integrate SIPxchange ECS and SIPxchange CallManager with existing systems.
- **Accelerated problem resolution** - As part of the SIPxchange ECS and CallManager offerings, Pingtel is committed to high quality customer deployments. Pingtel directly addresses all Severity One (1) bugs found in SIPxchange ECS and CallManager at no additional cost to subscribers. Pingtel can provide customers and partners with programming services to address these concerns in a time frame that is driven by the customer or partner.



## Training Programs

**Pingtel has a number of training programs available to help customers and solution providers become proficient at self-support.**

### *Sales Track (Channel Partners Only)*

- Course 101: Marketing and Selling Pingtel Solutions
- Course 102: Engineering a Pingtel Solution
- Course 103: SIPxchange ECS Product Demo

### *Basic Technical Track*

- Course 201: SIPxchange Installation and Configuration
- Course 202: SIPxchange Administration and Maintenance

### *Advanced Technical Track*

- Course 203: SIPxchange Administration and Operation

All courses are delivered through the Pingtel Training Portal and can be accessed by customers and partners at any time for the purposes of course registration, schedule review, access to course descriptions, pricing information, online discussion groups, course feedback and to purchase training.

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### **About Pingtel Corp.**

Pingtel is reshaping the communications market by delivering the first enterprise class SIP PBXs and SIP call managers/routers based on 100% SIP and 100% open source software. Offering enterprise-class communications applications under Linux-style subscription licenses, Pingtel combines the best attributes of open source development - low cost, adaptability and flexibility – with the reliable solutions and support enterprises require for voice applications. Pingtel's open source SIP PBX is the linchpin technology that will catalyze the movement of enterprise communications into the data center and away from purpose-built hardware. Like enterprise-grade Linux, this approach will drive commoditization of traditional telephony hardware and software and eliminate vendor lock-ins that keep prices high and limit innovation. For more information, visit [www.pingtel.com](http://www.pingtel.com).

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