SANGOMA TECHNOLOGIES
FreePBX Commercial Support End User Agreement

Thank you for using our FreePBX support services. As a paid service, you must purchase support before you are able to submit a ticket.

You must provide direct SSH access into the PBX. Our policy is to not use screen-sharing software, remote desktop or VPN clients due to the number of variations available so please ensure you have SSH access opened for us to your PBX prior to opening a ticket for assistance. We generally cannot offer support on how to open ports on your firewall and you will need to work with your Network or IT Department to accomplish this.

Our normal business hours are 9:00AM - 6:00PM CST Monday through Friday excluding all US Federal Holidays. If you request support outside of these normal business hours and we are able to accommodate your request there will be a 30% up-charge on your points used. To request after hours support, please select After-Hours in priority field of the ticket.

All support requests must be started with a support ticket at support.schmoozecom.com using the same login account that you use in the FreePBX store/portal. Once a ticket has been created you will have the ability to call into the support department and reference your ticket number to talk with the support technician assigned to your ticket. Without a active ticket number you will not have access to talk to a support engineer.

When a support ticket is opened it starts at the Standard Support level. If it needs to be escalated to Software Engineering for Support you will be informed of this and will be required to give us approval in the ticket system to proceed with the escalation due to increased rates (see below).

Our services are purchased as support "points". All work related to the ticket including responses, are billed in 5 point increments. For support service, we charge you for the time taken including reviewing your request, sending out responses and asking for more information on a ticket or reviewing your setup and system.

The following is a break down on the support points system:

Standard Support

1 minute of support equals 1 Support Point. For each 60 minutes spent you will use 60 point credits.

- Adds, Moves and Changes of your PBX, done through Core FreePBX Modules
- Help troubleshooting basic issues with non senior lead engineers being involved
- Configuring Digium or Sangoma PSTN Cards
- Help in setting up Phones. Please note we do not claim to be experts in all phones and offer support on phones to the best of our ability
- Upgrading FreePBX
- Basic SIP Trunking setup

Engineering Level Support

- 1 minutes of support equals 1.5 Support Point. For each 60 minutes spent you will use 90 point credits.
- Any type of Custom Development in general, including custom GUI or dial-plan development.
- Asterisk or Kernel Upgrades

- Escalation to Engineering Level for troubleshooting of issues
- Network Troubleshooting - We are not network engineers and can only provide limited support on items related to network questions or issues.

Any unused points remain in your account for you to use at a later date until they expire. The 10 hour packs are good for one year, the 5 and 2 hour packs are good for 6 months, 1 hour packs must be used within 3 months.

All purchases for Support are non-refundable regardless of how many points have been used and will expire as outlined above.

SLA and Response times.

We use all reasonable efforts to respond to support inquiries, under normal business conditions, within 5 business days but no guarantee is made to this. For customers who need guaranteed SLA response times or after hours support please consider purchasing a POMPs support package for your PBX.

THIS AGREEMENT AND ANY ATTACHMENTS AND ADDENDA CONSTITUTE THE ENTIRE UNDERSTANDING BETWEEN THE PARTIES WITH RESPECT TO THE SUBJECT MATTER HEREOF. THERE ARE NO REPRESENTATIONS, PROMISES, WARRANTIES OR UNDERSTANDINGS RELIED UPON BY END USER THAT ARE NOT CONTAINED HEREIN

If any provision of this Agreement or the application of such provision to any person, entity, or circumstance is found invalid or unenforceable by a court of competent jurisdiction, such determination shall not affect the other provisions of this Agreement and all other provisions of this Agreement shall be deemed valid and enforceable. Any provision deemed unenforceable shall automatically be revised with the least changes necessary to effect, to the fullest extent permitted by law, the intent of the parties as set forth in this Agreement.

SANGOMA RESERVES THE RIGHT, AT OUR SOLE DISCRETION, TO CHANGE, MODIFY OR OTHERWISE ALTER THIS END USER AGREEMENT AT ANY TIME. YOU CAN FIND THE MOST RECENT VERSION AT OUR WEBSITES SUCH MODIFICATIONS SHALL BECOME EFFECTIVE IMMEDIATELY UPON POSTING TO OUR WEBSITES.