



Support Statement

21st October 2009

Document STLD-0001
Version 1.9

Change History

Date	Version	Description	Author
11/12/2002	1	Initial release	A.C.
23/10/2003	1.1	Updated with Standard Support Procedures	S.D
9/12/05	1.2	Updated Support Options	JE
12/12/05	1.3	Reviewed changes	AC
5/01/06	1.4	Updated Remote Installation Conditions	JE
24/02/06	1.5	Updated to include critical onsite support	AC
18/07/06	1.6	Updated 4.3 Support Procedure removed	NFR
03/09/08	1.7	Date updated	S.D
03/07/09	1.8	Added Onsite Installation and Commissioning	SD
21/10/09	1.9	Updated UK Office Hours to Support Hours	LB

Table of Contents

1	INTRODUCTION	5
2	SUPPORT OPTIONS	6
3	SUPPORT CONTACTS	ERROR! BOOKMARK NOT DEFINED.
3.1	Office Hours Support Contacts	Error! Bookmark not defined.
4	STANDARD SUPPORT PROCEDURES	6
4.1	Support Priority Definitions	8
4.1.1	Minor - Non Service Affecting Fault	8
4.1.2	Major – Partial Service Affecting Fault	8
4.1.3	Critical – Service Affecting Fault	8
4.2	Definitions of Service Stages and Information required/generated	9
4.2.1	Stage 1	9
4.2.2	Stage 2	9
4.2.3	Stage 3	9
5	24/7 ENHANCED SUPPORT	10
5.1	Introduction.....	10
5.2	Contacts	10
5.3	Response Targets	10
5.4	Pre-Requisites of 24/7 Enhanced Support	11
5.4.1	Installation	11
5.4.2	Training	11
5.4.3	Remote Access	11
5.5	Spares	11
5.6	Non-Squire Equipment Issues	11
5.7	Termination	11
5.8	Acceptance	12
6	CRITICAL ON SITE SUPPORT	13
6.1	Introduction.....	13
6.2	Call out.....	13
6.3	Exceptions.....	13

6.4 Prerequisites	13
6.5 Escalation.....	14
7 REMOTE INSTALLATION AND COMMISSIONING SUPPORT	15
7.1 Remote Access to Squire Technologies Equipment	15
7.2 Prioritised Access	15
7.3 Hours and Charges	15
8 ONSITE INSTALLATION AND COMMISSIONING SERVICES	16

1 INTRODUCTION

Squire Technologies, Signalling Specialists to the Telecoms Industry, supply carrier-grade, cost-effective Signalling Equipment and Services. As part of our commitment to our customers we supply a range of Installation and Support Services ensuring our high-quality products are matched with high-quality installation and post-sales support services.

This document details the support options and associated procedures available from Squire Technologies Ltd.

For the support procedures to apply a customer must comply fully with the terms detailed in the STLD-0002 Warranty and Software Licence Agreement document.

2 SUPPORT OPTIONS

Squire Technologies Ltd can provide the following support services: -

Support Service	Details
Email Support	support@squire-technologies.com . You will receive a response within a guaranteed period. In the event that the problem raised requires a later or new software release the updated software will be emailed to you. The support team may need you to run tests, collect logs and email them to support, to diagnose the problem.
Phone Support	Occasionally email support is not sufficient to explain or resolve a problem. Squire Technologies offers UK office-hours phone support as part of an upgrade package.
Remote Online Assistance	Customers may purchase this option as part of an upgrade package. A Squire engineer will remotely connect to the SVI device and assist the customer in investigating any issues.
24x7 Enhanced Support	Customers can purchase 24x7 Enhanced Support as part of an upgrade package. This provides out-of-hours access to Squire Support, for resolution of Service-Affecting Issues. The terms and procedures that apply are detailed in section 5.
Onsite Installation and Commissioning Support	For a standard daily rate Squire Technologies can supply experienced Installation Engineers to install and commission Squire Technologies equipment. All offsite expenses to be covered by customer. For more details contact your account manager.
Remote Installation and Commissioning Support	For a standard daily rate Squire Technologies can supply remote installation and commissioning support to aid the installation and commissioning of Squire Technologies equipment. The terms and procedures are detailed in section 7

These Support Services are provided as packages, Bronze through to Platinum:-

Features	Bronze	Silver	Gold	Platinum
Office Hours Phone Support	No	Yes	Yes	Yes
Office Hours Email Support	Yes	Yes	Yes	Yes
Support Web Page Access	Yes	Yes	Yes	Yes
Response Time	1 working day	1 working day	4 hours	1 hour
Remote online assistance	POA	POA	Yes	Yes
24*7	No	No	No	Yes
Reconfiguration support	No	No	Yes	Yes
Contract duration (min months)	6	12	12	12
Free product upgrades	No	Yes	Yes	Yes
Mobile Phone to Product Engineer	No	No	No	Yes
Cost (% of purchase price of unit)	Free	12%	18%	25%
Minimum Cost	POA	POA	POA	POA
Remote Product installation	POA	POA	POA	POA
Onsite Product Installation	POA	POA	POA	POA

3 SUPPORT CONTACTS

Depending on the Support Package you have purchased, you will have various means to obtain support from Squire Technologies, which are listed below.

The Support hours are 0800 to 2000 hours UK time, Monday to Friday excluding UK Bank and Public holidays.

Under normal operation, extension to these hours will only be offered by special prior arrangement.

Customers with 24/7 Support will be provided with alternative contact details for out-of-hours 'Service-Affecting Issue' support.

3.1 OFFICE HOURS SUPPORT CONTACTS

Support Contact	Details
Email	support@squire-technologies.com
Telephone (only if upgrade package purchased)	+44 (0)1305 757315
Address	Squire Technologies Ltd 64A High West St Dorchester Dorset DT1 1XA United Kingdom

4 STANDARD SUPPORT PROCEDURES

The following details the procedures for Standard Support.

4.1 SUPPORT PRIORITY DEFINITIONS

Upon being received by Squire Support, any fault reported will be identified as one of the following types:

4.1.1 MINOR - NON SERVICE AFFECTING FAULT

Identified as a fault that or additional requirement having no impact on service, and not affecting any critical platform functionality. These are faults that do not impede on the continued provision of normal service. This includes faults due to non-compliance of third party equipment, changes made to unit's configuration or changes in the network without advance notice to supplier.

4.1.2 MAJOR – PARTIAL SERVICE AFFECTING FAULT

Typically, this is a fault affecting an individual customer connection or single feature, or a fault affecting platform redundancy and resiliency. These are faults that allow some continued provision of a reduced level of service.

4.1.3 CRITICAL – SERVICE AFFECTING FAULT

This is a fault affecting multiple customer connections, or multiple features, or affecting critical platform functionality such as billing, alarm collection, surveillance, etc. This is defined as a Service Affecting fault that does not enable the Unit to pass business critical traffic/calls due to an internal software or hardware failure of the unit.

4.2 DEFINITIONS OF SERVICE STAGES AND INFORMATION REQUIRED/GENERATED

4.2.1 STAGE 1

Recording of fault, establishing contact information, allocation of Case Number and where applicable issue of an RMA (Return Material Authorisation), instigation of remedial action via support desk.

If equipment is to be returned to Squire Technologies, then before shipment a Return Material Authorisation (RMA) number must be obtained from the support desk. Squire Technologies reserves the right to refuse shipments not accompanied by RMA numbers. Refused shipments will be returned to the customer by collect freight.

The anticipated turn-round time for repair or replacement is four weeks.

4.2.2 STAGE 2

Diagnosis of reported fault, the following information will be requested to enable investigation of the fault.

- Clear description of fault
- Associated log files, configuration files and any test data
- If remote access support has been purchased, connection information including machine network location, login and password

4.2.3 STAGE 3

Engineering investigation of reported fault through analysis of information provided by Stage 2.

Construction of remedial action plan and regular customer updates on proposed fix.

5 24/7 ENHANCED SUPPORT

5.1 INTRODUCTION

24/7 Support is included in some of the Support Packages offered by Squire Technologies. This section explains the 24/7 Support option and what it covers.

The 24/7 enhanced support service provides the customer with a 24 hours a day, 365 days a year support service. This service exists to support the customer outside of normal support hours. The service is for **Critical, Service Affecting Faults**, with the goal of assisting the customer in getting the unit returned to service.

The support engineer will be able to assist the client with the following items

- Replacing faulty hardware from customer's spares kit
- Discuss with customer options on overcoming fault.
- Reconfiguration of routing to overcome routing failures if alternate routes are available.
- Remote login (if provided by customer) to the unit, to obtain debug information so the problem can be investigated.

The following services are **not** provided by the 24/7 enhanced service as standard.

- Re-configuration of physical interfaces
- Re-configuration for new services, or foreseeable changes
- Engineering development.
- In house system proving.

5.2 CONTACTS

Once purchased the customer can contact the 24/7 enhanced service outside the normal support hours by phone only. This telephone number will be supplied to the client once the 24/7 enhanced support service has been purchased.

The 24/7 enhanced support service does not guarantee that the Squire Technologies 24 hour support personnel will be able to remotely access the system; however the support engineer will take best effort to try to get a remote connection if required.

The 24 hour support phone should only be used outside of normal support hours. During normal UK office hours, the contacts in section 3.1 should be used.

5.3 RESPONSE TARGETS

Calls received on the phone will have a human response within 60 minutes of the initial fault being reported.

Any faults which require engineering work will be prioritised to be dealt with the next working day.

5.4 PRE-REQUISITES OF 24/7 ENHANCED SUPPORT

In order for a system to be supported under 24/7 Support, the following conditions must be met.

5.4.1 INSTALLATION

The installation must be performed by an authorised agent of Squire Technologies. If this is not possible or deemed unnecessary then Squire Technologies at their discretion only, will decide if the installed site meets the requirements to activate the 24/7 enhanced support service.

The system must have been through a Squire Technologies Provisioning process. Any subsequent reconfiguration of the system must be approved by Squire Technologies for 24/7 Support to continue.

5.4.2 TRAINING

The client's designated first line support staff must be trained in the management, operation and configuration of the unit. Training can be purchased through the client's account manager.

5.4.3 REMOTE ACCESS

The client must supply remote IP access to the unit allowing SSH and Telnet sessions to be initiated on the equipment.

5.5 SPARES

Squire Technologies recommend that the customer holds a minimum spares pack in case of hardware failure. Please contact your account manager for pricing information.

5.6 NON-SQUIRE EQUIPMENT ISSUES

If through investigation issues that were raised through the 24/7 service are identified to be with equipment other than Squire's equipment, Squire Technologies reserves the right to charge at standard support rates for this time.

5.7 TERMINATION

Squire Technologies reserve the right to terminate the client's 24/7 enhanced support service if the client misuses the service as described in this document.

5.8 ACCEPTANCE

I hereby agree that I have read, understood and agree to abide by the terms and conditions of the 24/7 service.

Printed Name

Company

Signature

Date

6 CRITICAL ON SITE SUPPORT

6.1 INTRODUCTION

A support package can be upgraded to include on-site, critical support coverage. This service provides an option for Squire Technologies engineering staff to attend the customers site where the Squire equipment is installed, if a critical outage occurs and requires for expert onsite resources from Squire Technologies.

6.2 CALL OUT

A request for an engineer to be sent to site on this package can be made to the Squire Technologies support manager or account manager after the following criteria has been met:-

- a) The critical problem has been agreed between both parties to be a problem with the Squire Technologies equipment.
- b) After best effort from Squire Technologies, remote investigation has failed to provide a solution or work around within a timely manner.
- c) Call out is instigated via the escalation path

If these criteria are met then Squires will dispatch an engineer to the client's site as soon as physically possible.

6.3 EXCEPTIONS

The callout service can not be used for the following

- a) Installation, configuration and commissioning of equipment.
- b) Replacement or updating of Squire's hardware.

Standard callout charges will apply if these services are required

If a critical call out is instigated and through investigation the critical affecting issue is not shown to be with Squire Technologies equipment but with third party equipment not provided by Squire Technologies, Squire Technologies reserve the right to charge engineering time at standard rates and be reimbursed with any travel costs acquired during the call out.

6.4 PREREQUISITES

The callout service requires the following prerequisites to be met before the critical onsite support is active.

- a) Training of client's staff on operation and maintenance of the Squire equipment.
- b) Remote IP access to the equipment when requested by Squire personnel.

If any one of these prerequisites are not met by the client, Squires retain the rights to withdraw this service without prejudice.

6.5 ESCALATION

The escalation path for this service will be

- a) Support Manager
- b) Account Manager
- c) Technical Director

7 REMOTE INSTALLATION AND COMMISSIONING SUPPORT

Squire Technologies provide Remote Installation and Commissioning Support allowing an experienced Signalling Installation Engineer to assist customer installation staff with detailed configuration and commissioning issues.

7.1 REMOTE ACCESS TO SQUIRE TECHNOLOGIES EQUIPMENT

Where possible it is recommended that remote access to the unit is provided to Squire Technologies Ltd support staff by the customer. Squire Technologies' products are supplied in industry standard 19' Chassis with serial support for a modem and a standard Ethernet NIC card allowing clients to provide remote access using direct dial-in or via the Internet / VPN. This allows engineers hands-on access to all configuration and log files.

7.2 PRIORITISED ACCESS

During the installation period, this support agreement guarantees prioritised access to a Signalling Support Engineer. A direct number and email address for a Support Engineer are supplied providing continuity of support for the period of the support.

7.3 HOURS AND CHARGES

The client must provide 1 weeks notice prior to the start of the Remote Installation and Commissioning Support.

Customers are charged a daily rate. The daily rate equates to a maximum of 7.5 hours of support time in a single 24 hour period – the 24 hour period starts when the client makes the first support call. Normally the hours available for Remote Installation are 9am-5.30pm, UK Office hours. With prior arrangement, the 7.5 hours can begin at a point in the given 24 hours to coincide with the customers work times. The daily 7.5 hours cannot be transferred between days and are fixed to a single 24 hour period.

8 ONSITE INSTALLATION AND COMMISSIONING SERVICES

Squire Technologies provide onsite installation and commissioning services by providing an installation engineer to the client site to configure and commission Squire Technologies equipment under the following terms and conditions :-

1. The onsite installation engineer will commission, reconfigure and troubleshoot any issues with Squire Technologies equipment only.
2. The client is responsible for providing the correct infrastructure to allow commissioning of the equipment including but not limited to :-
 - a. All cabling to the Squire Technologies equipment
 - b. Correct installation of Squire Technologies equipment into a conformant industry standard rack
 - c. Correct provisioning, configuration and commissioning of 3rd party equipment connected and in communication with equipment
3. The client should only authorise an installation engineer onsite when all terms in Item 2 have been satisfied. Failure of the client to have satisfied all the conditions identified in Item 2 can result in Squire Technologies removing the onsite installation engineer from site, whilst charging for days used.
4. Client must insure adequate security arrangements are provided for length of the installation engineers stay onsite
5. Client must provide installation engineer with all required authentication, letters of invitation etc to allow installation engineer to enter commissioning country , region and site
6. For onsite installation and training all travel, hotel and subsistence costs are covered by client. Squire Technologies will invoice client for expenses on return of engineer from site and will provide copies of receipts for all valid expenses.
7. Squire Technologies charge an agreed daily rate for onsite installation that is agreed upfront as part of the clients purchase order.
8. The onsite engineer will work a maximum of 7.5 hours in any 24 hour day unless there is prior written agreement between Squire Technologies and the client.

9. Any abuse of installation engineers working hours, working conditions or verbal or physical abuse from client or associates will result in the immediate removal of installation engineer from site.

10. Squire Technologies reserve the right not to provide onsite installation

END OF DOCUMENT