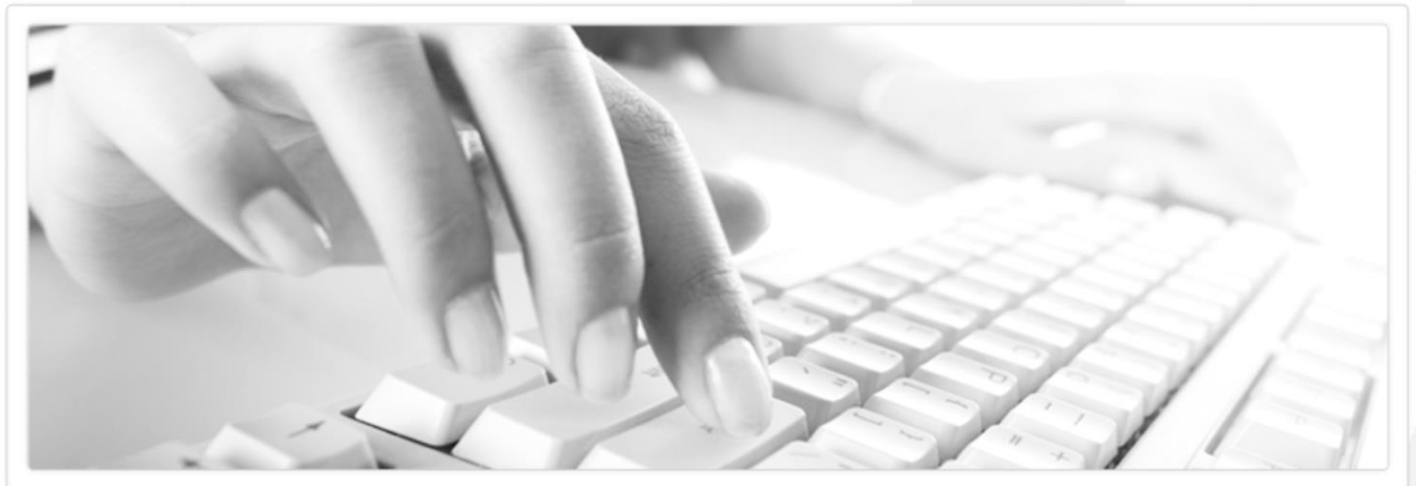


VERSION 2.3 – MAY 2018

Service description

Videns support and maintenance services



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1 Videns Support and Maintenance Services overview

To keep the Videns solutions at the highest levels of availability and performance, Videns IT Services offers *Videns Support and Maintenance Services*. *Videns Support and Maintenance Services* consist of three parts:

1. Support services (provided via the Service Desk);
2. Hardware replacement;
3. Software maintenance.

The Service Desk is the Customer's single point of contact in case of problems or questions concerning the Videns solution. The Service Desk will log and keep track of the support cases and is capable of starting all procedures necessary to resolve configuration, hardware or software problems.

In case of a hardware failure, Videns IT Services will initiate the replacement procedure from Videns' stock or with the nearest Supplier support centre.

The software maintenance program ensures the Customer of all the latest updates for the Videns supported technologies. All software updates will be announced in advance and will be communicated by the Service Desk.

2 Service Desk

The Service Desk offers Customers a single point of contact for all requests and incident handling.

The Service Desk gives the Customer access to:

- Case handling using phone, email and the Customer Support Portal as communication channels;
- Incident and Problem analysis and resolution;
- Case status updates;
- Escalation procedures;
- Maintenance communication.

2.1 Customer benefits

Videns IT Services offers support to Customers to fully leverage the value of their systems.

Through the Service Desk, Customers receive:

- Assistance with questions about the use of Videns products;
- Assistance in identifying and verifying the cause of suspected errors;
- Solutions for identified errors or malfunctions.

2.2 Deliverables

Upon receipt of the notification (by phone or via the Customer Support Portal) and after Customer authentication, a case is opened with an associated severity level. This case is then investigated. Best efforts will be made to reproduce the problem, perform diagnosis and fix the problem. Resolutions may include provision of a known error correction or instructions on how to circumvent it.

The Service Desk defines three support levels as follows:

Support Level 1 – Incident management:

- Providing initial client contact;
- Establishing problem logs and tracking;
- Resolving installation inquiries;
- Providing “how to” support;
- Determining if an issue is documented;
- Maintaining configuration knowledge.

Support Level 2 - Problem management:

- Working with the client to reproduce problems;
- Providing internal problem determination and verification;
- Performing remote diagnosis;
- Supplying and testing product fixes;
- Supplying new product releases;
- Offering product and technical expertise.

Support Level 3 - Complex problems and liaison with the technology supplier:

- Isolating, tracking and fixing defects;
- Technical evaluation and allocation of defect reports;
- Providing product fixes if and when deemed necessary;
- Providing maintenance releases;
- Providing new product releases.

Videns IT Services provides Support Level 1 and 2 activities to the Customer. Upon Videns’ request, the specific supplier will provide Support Level 3 activities, either directly to the Customer, or usually via Videns IT Services.

2.3 Severity levels

Severity (priority)	Business impact	Description
1	Urgent	Full service outage, the incident makes it impossible for the customer to use the service or the service is severely malfunctioning.
2	High	Degradation of the service. The service is working in a partial manner. It is unstable and/or requires periodical reboots.
3	Normal	The service has problems which do not affect its main functions.
4	Low	Information request, e.g.: <ul style="list-style-type: none"> • Installation • Configuration • Documentation • Product improvement request

For severity level 1 and 2: Videns IT Services and the Customer agree to dedicate full time and all the reasonable resources to solve the problem. In this respect the top priority of the Service Desk is to restore/improve service, not to debug the problem.

For severity level 3 and 4: Videns IT Services and the Customer will use their technical resources to restore an acceptable level of service or deliver relevant information in order to solve the case.

2.4 Response times

Under normal circumstances the maximum times to respond (MTTR) and the frequency of updates after initiating a case are:

MTTRespond	Objective	Updates
Severity 1	30 minutes	Every 4 hours
Severity 2	2 hours	Every 24 hours
Severity 3	Next business day	When available
Severity 4	Next business day	When available

2.5 Incident and Problem resolution times

The Service Desk is dedicated to restoring the service and solving the problem in the quickest possible way. In case of a complex technical problem we will work closely together with the customer to build a solid workaround until the actual problem is resolved. Time objectives to restore the service and to solve a problem are dependent on the problem severity:

		Severity 1	Severity 2	Severity 3
Objective time to restore the service *	Core network problem or multiple sites impacted	4 hours	1 day	5 days
	Other problems	1 day		
Objective time to solve a problem		3 days	10 days	Next release

*subject to the availability of spare parts and/or time to ship replacement

2.6 Prerequisites

The Service Desk can only be contacted by authorized persons who are appointed by the Customer and are registered by Videns IT services.

2.7 Customer responsibilities

If the Customer opens a case at the Service Desk, the Customer is responsible for providing all the necessary details regarding hardware, software versions and configuration.

Videns IT Services encourages a self-evaluation of the question/problem severity (priority) level by the Customer, according to the definitions above. The Customer is at all times allowed to require a severity level modification by contacting the Service Desk.

In case of Incidents or Problems, Videns IT Services and the Customer will use their technical resources and provide all relevant information to restore the service and/or to resolve the case.

2.8 Additional services

Videns IT Services can provide the following additional services, which will be charged extra, if not covered by other Service Management contracts between Videns and Customer:

- On-site installation Services – for new locations or site moves;
- On Demand Consultancy Services – to troubleshoot application performance issues, system (re)configuration, assist during rollout of new applications, etc.;

2.9 Processes

Videns IT Services uses ITIL version 2 for the Service Desk processes, in order to run the service and support process as smoothly as possible and to provide standards for processes and communication terminology.

2.9.1 Case handling

To complete the case registration, some information is required from the Customer:

- The Customer will be asked to provide a location or site name and a short problem description with a date/time the incident occurred. The case will then be assigned to one of our Support Engineers for initial problem analysis and prioritization.
- The Support Engineer will verify the Customer's request versus his support contract information (authorized name, phone number, etc.).
- To help case resolution, the Customer might be asked to supply further information such as log files, traces, dumps, etc.

2.9.2 Incident handling methodology

The following process will be used by the Service Desk to handle support cases:

- Depending of the indicated problem, the call is directed to a specialized Support Engineer.
- Severity 1 problems are immediately handled by Support Engineers, until they are solved or downgraded to a lower severity (for example by implementing a temporary workaround). Both the Videns Service Desk and the Customer are involved in the problem resolution.
- Depending on the current Service Desk workload, lower severity problems might be put on hold (see Response times).

2.9.3 Incident and problem management and tracking system

Videns IT Services uses a case tracking system to ensure that support engineers know they are working with the latest details and status of each case. Customers can use the Videns Customer Support Portal to obtain case status updates.

2.10 Service Desk communication and opening hours

Service Desk opening hours	7 days per week, 24 hours per day
Response times	As defined above
Case logging via the Customer Support Portal	http://videns-it.com/en/support
Case logging by phone	+31 85 401 2973
Email (for existing cases only)	support@videns-it.com
Language	English, Dutch

Note: New cases can be registered by telephone or by using the Customer Support Portal. Email can be used for existing cases only.

2.11 Internal escalation procedure

The support management system provides for automatic escalation to Videns IT Services' management team, if cases are not closed within the following time frames, depending on severity levels, (business hours and days):

	Severity 1	Severity 2	Severity 3
Technical Support Manager	4 hours	1 day	5 days
Operations Director	1 day	5 days	-

In addition to the automated escalation process, Customers can request the Service Desk to escalate to Videns IT Services' management.

2.12 Maintenance communication

2.12.1 Planned Maintenance

Videns will notify its customers of any customer impacting planned maintenance activities.

Videns will notify the customers regarding its planned maintenance with a minimum of 1 week notice. Regarding maintenance notification from Videns service and technology partners, upon receipt of a planned maintenance notification, Videns will inform our customers within 1 business day.

2.12.2 Emergency Maintenance

Emergency maintenance activities will be communicated to the impacted customers as soon as Videns is aware or informed of the emergency maintenance activity.

3 Hardware Replacement Service

Hardware repair is performed exclusively by replacing defective devices that have been returned to a Videns support location. The following sections describe the hardware replacement services.

3.1 Hardware Warranty and normal replacement procedure

This paragraph only applies to hardware equipment sales, not to managed services contracts. All hardware equipment has a twelve (12) months warranty period which starts at the time of the initial shipment. During the warranty and subsequent maintenance periods a new device will be shipped within 10 business days following receipt of the defective equipment at an authorized Videns or Supplier support location.

3.2 Advance Replacement terms and conditions

Videns managed services and cloud services Customers are entitled to use the Videns Advance Replacement procedure. The Advance Replacement procedure allows the Customer to receive a working device before the malfunctioning device has been received by Videns or the specific Supplier. The Customer will be shipped a replacement by courier service, at the latest on the next business day (time of shipping) after the failure diagnostic is agreed with the Videns Services Desk.

The faulty equipment must be returned to a Videns authorized support location within 10 business days after delivery of a working replacement. If the malfunctioning equipment is not received within 10 business days, Videns IT Services will invoice the Customer for the shipped equipment according to the current Videns price list.

Shipping conditions are DAP (Delivery at Place, Incoterms), the receiving party to pay customs duties and fees, if applicable. The shipment charges for the defective device from the Customer site to Videns authorized support location will be paid by the Customer, whereas the shipment of the replacement device from Videns or Supplier to the Customer site will be paid by Videns.

3.3 Advance replacement procedure

In the event that an advance replacement is required, the Customer will contact the Videns Service Desk by opening a ticket in the Videns Support Portal to request the advance replacement. When the advance replacement is authorized by Videns IT Services, the Videns Service Desk will send the Customer a RMA form* and instructions, including RMA number. The Customer is asked to complete the RMA form and to attach the form using the generated ticket in the Videns Support Portal.

* See appendix 2: *Videns IT Services RMA form* for the generic RMA form.

After RMA authorization, and upon submission of the RMA to the supplier, Videns will send the replacement device by express courier according to the following SLA:

	Objective
Time of shipping if RMA received < 3:00PM CET	Same day
Time of shipping if RMA received > 3:00PM CET	Next business day

The faulty part must then be received back at an authorized Videns hardware return location within the next 10 business days.

4 Software Management

New software releases and software repairs are provided by the specific technology suppliers. Videns IT Services is responsible for the Software Management and updates*. Customers will be notified in advance in case of planned software updates.

*Not applicable for self-managed Ipanema customers, see Appendix 1: *Ipanema solution (Self-managed customers)*

5 General

5.1 Contract and renewal

Videns Support and Maintenance Services are standard included in all managed services and cloud services provided by Videns IT Services. Support and Maintenance Services will be provided for the duration of the contract term of the respective managed services or cloud services.

Support and Maintenance Services apply uniformly and continuously to all the Products purchased by the Customer and NOT on a case by case basis for specific functions or equipment.

5.2 Invoicing

If charged separately and not part of a managed service or cloud service, and unless specifically agreed otherwise, Videns Support and Maintenance Services will be invoiced in Euros, yearly in advance. Other invoicing options are possible upon request.

APPENDIX 1: IPANEMA SOLUTION (SELF-MANAGED CUSTOMERS)

In addition to the Service described here above, the following applies only to Customers who are self-managing their Ipanema solution.

1 Service Desk

1.1 Prerequisites

If the Ipanema solution is self-managed by the Customer (i.e. the Customer does not have the optional *Ipanema ANS Service Management* contract), then the Customer contact person must have attended the Ipanema OTS (Operation and Technical Support) training to be able to open a case at the Service Desk.

1.2 Case handling

To complete the case registration, some information is required from the Customer:

- The Customer will be asked for his Ipanema System ID (this can be found at the “?/about” menu of ip|boss) and for a short problem description. The case will then be transmitted to one of our Support Engineers for initial problem analysis and prioritization.
- The Support Engineer will verify the Customer’s request versus his support contract information (authorized name, phone number, etc.).
- The Customer should be prepared to communicate all information relevant to his Ipanema system configuration: System release, ip|boss operating system (Windows 2003, Solaris, etc.), ip|engine models, etc.
- To help case resolution, the Customer might be asked to supply further information such as log files, traces, dumps, etc.

2 Software Maintenance

New software releases and software repairs are provided by Ipanema Technologies to the Customer via Videns IT Services.

2.1 Availability

Videns IT Services closely monitors Ipanema advisories regarding software updates and software repairs. When a new software version becomes available Videns IT will inform the Customer at the latest 2 months after the initial GA (general availability) date and advise whether or not an upgrade of the system should be considered.

Urgent security patches are always communicated immediately, in order to launch the (Customer’s) change management process as quickly as possible.

In case of new software releases and repairs, and after validation by Videns IT Services, the Videns Service Desk will communicate the availability of the new software to all parties involved and will subsequently distribute the software.

2.2 Corrective maintenance

Depending on the problem, Videns IT Services may request Ipanema to provide a corrective software release for the Customer. These corrected versions of software modules must be installed within 3 months of their shipment in order for the support contract to remain in force.

2.3 Subsequent releases

The Customer will receive any subsequent release of the software modules he is entitled to use. These new releases must be installed within 6 months of their shipment in order for the support contract to remain in force. The delivery of new releases does not in any way entitle the Customer to receive the releases of other modules whose functions differ from the original module for which he received the license.

2.4 Additional services

Installation of software updates can be done by Videns IT Services upon the Customer's request and at additional cost. Installation of software updates is included in the optional *Ipanema ANS Service Management* offer.

3 General

3.1 Customer responsibilities

All Ipanema appliances should be updated to the latest software version before Videns IT Services can assume responsibility to provide Support and Maintenance Services. The provisioning of the latest software releases and software repairs are covered in the Support and Maintenance Services subscription.

3.2 Renewal

Support and Maintenance Services shall automatically renew for successive one (1) year periods on the same terms and conditions, unless written notice from Videns IT Services or the Customers is sent sixty days (60) prior the anniversary date of shipment of the first equipment or of the first Software license key.

3.3 Invoicing

Unless specifically agreed otherwise, Ipanema support and Maintenance Services will be invoiced in Euros, annually in advance.

APPENDIX 2: VIDENS IT SERVICES RMA FORM

VIDENS IT SERVICES RMA FORM		
Videns RMA number		<i>Provided by Videns IT Servicedesk</i>
Customer information		
Company name		
Contact name		
Tel. number		
Address:		<i>Please provide an address for delivering packages, Not a P.O. box</i>
Zip code		
City		
Country		
<i>Additional information:</i>		
Device information		
Serial number		
Device type		
Required power cord included in package	YES / NO	

APPENDIX 3: ISP VENDOR SUPPORT SERVICES

In addition to the Service described here above, the following applies only to Customers who have a contract with Globalinternet for the provision of their ISP connections.

1 Introduction

With the arrival of internet based next-generation WAN solutions, like SD-WAN, companies face new challenges – increasing the number of vendors results in more bandwidth choices and lower transport costs, but a greater operational management overhead. For customer with a Globalinternet contract for their ISP connections, Videns can offer optional ISP Vendor Support which enables the customer to integrate their ISP support into the Videns support process. Videns will act as the single point of contact for both the ISP Vendor Support and SD-Wan support services. The support will apply only for the underlay lines used for the managed SD-wan network.

1.1 Prerequisites

Customer should have a contract with Globalinternet for the provision of their ISP connections and Customer should establish a Letter of Agency (LoA) for the Globalinternet services, allowing Videns to act on the customer's behalf.

2 Case Handling

On being notified of network issues with the logging of an incident ticket by the customer or if detected pro-actively by Videns' systems, Videns will perform a triage of the reported incident. When it is established that it concerns an ISP incident, Videns will log an incident on behalf of the customer with Globalinternet. Globalinternet SLA commitments will start when Videns opens a ticket with the Globalinternet support desk.

2.1 Service Desk Communications

All customer communication regarding ISP related tickets will be managed by Videns' Support Desk. Direct contact between Globalinternet and the Customer is allowed only when a field engineer has to be present at the customer location.

For Videns' Service Desk communication procedures and opening hours please refer to paragraph 2.10 of this Service Description.

3 General

3.1 Customer Responsibilities

The contractual relationship with Globalinternet will remain with the customer. The customer will remain responsible for all contractual obligations towards Globalinternet, including payment of invoices. Customer will work with Videns to establish a Letter of Agency (LoA) for Globalinternet services, allowing Videns to act towards Globalinternet on the customer's behalf.

3.2 Invoicing

Unless specifically agreed otherwise, Videns ISP Vendor Support Services will be invoiced to the Customer in Euros, monthly in advance.