**Next Generation
Communication Platform**

Support Services Agreement

Version 1.13
1st June 2010

Dear Customer,

Thank you for choosing Sipwise NGCP - Next Generation Communication Platform. Technical support is a major part of the total Sipwise offering. We want you to get the most from our products long after the initial sale and installation. We are dedicated to ensure that every issue is resolved to your satisfaction. To enable you to maximize the return on your investment, we are dedicated to provide world-class technical assistance, working with our customers as partners to ensure that networking solutions are deployed, maintained and upgraded in an efficient, cost-effective manner. We fully understand that timely delivery of accurate solutions to networking issues is critical to our customers continued business success.

This document provides an overview of the Sipwise Support offerings and how to use them.

Best Practices of an Effective Support Relationship

The effectiveness of any support interaction depends upon the technical knowledge, problem solving skills and communication skills of both your team and our engineers. In addition, a good understanding by both parties of their roles and responsibilities is crucial to effective communication. In order to ensure that your experience with Sipwise Technical Support is as effective and efficient as possible, we would like to define these roles and share some best practices that can accelerate the problem solving process and enhance your customer service experience.

Roles and Responsibilities

Customer Roles and Responsibilities:
We can work more effectively with your organization on a regular basis with a defined set of contacts for technical as well as contractual issues. We define two types of customer contacts:

Support Administrator:
Support Administrators are responsible for submitting Support Tickets (STs) and working with Sipwise Support Engineers.

License Administrator:
License Administrators are responsible for receiving and administering Software Product Licenses, Updates and Upgrades from Sipwise and operate as the point of contact for renewing and requesting support agreements.

To add modify or delete someone from either of these roles please send the following information to support@sipwise.com:

- Company name
- Your name
- Administrator type (Support Administrator or License Administrator or both)
- Add, modify or delete
- Address phone number and email of the Technical Contact

Sipwise Support Roles and Responsibilities

Sipwise provides two types of support professionals working in the Support organization. Your understanding of which group you are talking to and what their responsibilities are goes a long way to optimize the support workflow.

Customer Service Representative:

These individuals are your first contact when submitting a ST. Their responsibilities include but are not limited to:

- Accurately and thoroughly logging your STs into our call tracking system
- Giving you the tracking number used to identify your ST
- Setting appropriate expectations regarding initial response times based on your support agreement
- Creating and/or maintaining accurate customer profiles

Technical Support Engineer:

Your STs are assigned to an Engineer. The Engineer is your main contact for providing technical support and guidance. Their responsibilities include but are not limited to:

- Responding to STs, primarily via email and telephone
- Recreating customer technical environments
- Researching, identifying, and resolving a variety of problems
- Working with customer administrators to resolve problems

Best Practices

Based on our experience in supporting, we would like to share with you some recommendations and best practices for a highly effective support relationship.

- We have found that customers who invest in Sipwise Training courses for their administrators are much more effective in defining the symptoms of problems and in working with us to resolve the underlying issues.

- Before deploying our products, you will need to review Sipwise technical documentation and other related technical documentation for your environment. Of particular interest are the installation, configuration, and running of guest operating systems and hardware platforms. The system components of the Sipwise NGC Platform run Debian GNU/Linux as operating system.

- Individuals assigned to deploy Sipwise products should be experienced in the installation, operation, and maintenance of the hardware, the operating systems, networking in general and applications in your environment.

- As with any troubleshooting process, accurate and timely resolution depends on accurate and timely information. If the NGC Platform exhibits abnormalities or crashes, please collect the appropriate log files and system information. Information on how to collect the required information can be found in the Sipwise ngcp_technical_documentation's "The Logging Subsystem" section.

- We encourage you to maintain your profile information with reference to your support and license administrators. This allows us to respond to your support requests quickly and effectively to the right persons in your organization.

Support Services Overview

Sipwise Support Services offers a suite of proactive, top-quality support packages to meet your business needs. We are committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

Sipwise offers three support and subscription programs (basic, advanced and premium support and maintenance) that include Sipwise support along with periodic fixes and enhancements to our products. You can purchase a level of service that guarantees you major, minor and maintenance releases and suits your business needs.

Additional features and functionality will be implemented on a regular basis and will be optional available for integration within the software upgrades and maintenance releases covered in the advanced and premium software support contract.

The development of additional features will be done in accordance with the development roadmap of the NGC Platform. Sipwise will consult your License Administrators on a regular base and add required features to this development path where applicable.

To complement our Support and Maintenance program, we also offer Onsite Support and Training, a service option that provides your team with personalized technical support delivered by a designated team of experts familiar with your system configuration, past support experience and specific business needs.

The table below compares the services side by side:

Subscription program	basic	advanced	premium
Service hours	10 Hrs/Day Monday to Friday	10 Hrs/Day Monday to Friday	24 Hrs/Day Monday to Sunday
Length of Service	Credits based	1 year	1 year
Product Updates	yes	yes	yes
Product Upgrades	optional	yes	yes
Customized feature development	optional	optional	optional
Products Supported	SIP:PROVIDER ^{CE} SIP:PROVIDER ^{PRO}	all	SIP:PROVIDER ^{PRO} SIP:CARRIER
Access Channels	Email	Telephone / Email	Telephone / Email
Remote Support	yes	yes	yes

Sipwise GmbH
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Konto Nr: 20.0001.5053 – BLZ: 20267 – Wiener Neustädter Sparkasse
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Onsite Support	Not available	optional	optional
Number of Support Requests	1 Support Ticket per Incident or Hour	Unlimited	Unlimited

Upon receipt of a new technical support request, a Sipwise engineer gathers the appropriate information and assigns a priority to the request. This priority assignment is made with the user's knowledge and consent, and may be changed at his request. Definitions of the priority levels are as follows:

Priority Levels	
Priority 1 - Critical	The service is down or severely degraded or business operations are being critically impacted. Sipwise and the customer will dedicate resources until a solution is found.
Priority 2 - Major	The service is severely degraded. Sipwise and the customer will devote resources to resolve the problem during normal working hours.
Priority 3 - Minor	The service is impaired, yet generally functional. Sipwise and the customer will devote resources to resolve the problem during normal working hours.
Priority 4 - Cosmetic	The customer has requested configuration or planning assistance to optimize performance of the NGCP in his network.

The priority of the problem and the service hours of the support program that you purchase determine the speed of our response. Following are the target time commitments for providing the initial response:

	basic	advanced	premium
Critical	12 hours or less*	2 hours or less*	1 hour or less
Major	24 hours*	4 hours*	2 hours
Minor	2 business days*	8 hours*	4 hours
Cosmetic	4 business days *	12 hours*	8 hours

*within service hours Mon–Fri, 9 a.m. to 7 p.m. (Vienna, Greenwich Mean Time +1 hour)

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Support Request Life Cycle

When a technical issue with the product arises, the Sipwise Technical Support team is there to help. Whether you contact us via the phone or via email, we will promptly log your ST and quickly assign your issue to the appropriate Engineer. The following sections detail the life cycle of a ST and explain best practices, our processes and your options as the issue progresses.

Collecting Information

These guidelines describe the information we need from you to diagnose problems and quickly log your ST. Please gather the pertinent information before you contact Sipwise Support.

Configurations: System and/or network configuration diagrams and files are very helpful when troubleshooting problems with the Sipwise NGC Platform. Having these diagrams on file for easy upload to Sipwise Support via email or running the appropriate commands on the devices to collect the configuration information will help speed up the problem-solving process.

Log File: If you are reporting a problem it is helpful to have your corresponding log file. In any case, please locate and provide the NGC Platform log file and a NGCP error log file if the log indicates that one was created. The location of the log files can be found in the Sipwise ngcp_technical_documentation's The Logging Subsystem section. Please refer to the documentation for the specific syntax. If the physical hardware is crashing, any log files from the hardware vendor can be helpful as well.

Log File Output upon reboot: If a component of the NGC Platform or a machine exits abnormally or crashes, upon rebooting please collect the appropriate log files and system information. The syntax and location of the script is different for different components. Please refer to the appropriate documentation for the specific syntax.

Record Any Recent Changes: Check to see if any changes have recently occurred in your infrastructure environment. Changes to versions of guest operating system, host operating system, networking, storage and applications are of particular interest.

Submitting a Support Request

There are two ways to access Sipwise Support Services, either by Phone or by Email.

Support Request via Email

Support request for advanced and premium support and maintenance should be transmitted by Email and via Phone in parallel.

Please send all support requests to: support@sipwise.com

Use the information you gathered in the Collecting Information Section to transmit necessary information, provide a detailed problem description and attach any/all configuration, log and core files as appropriate. To resolve your support issue most effectively we will need the following information:

- Priority
- Contact Name
- Preferred Phone Number
- Preferred Method of Contact
- Contact Email
- Alternate Contact Info
- Mobile Number
- Problem Category
- Description
- Log Files

After you transmission, your request is assigned a ST number. Please use this ST number when communicating with Sipwise about that specific issue. Initial response times by the Technical Support Engineer will follow the guidelines for your specific Support offering as described earlier in this document. The ST number is confirmed with you via email message acknowledging receipt of your ST. If you do not receive an electronic response from us within the response time, please contact us via telephone.

Support Request via Telephone

We highly recommend that any critical Priority One issues, such as a down system, be reported to Sipwise Support via telephone. The main numbers for Sipwise Technical Support is:

+43 1 2521522

The Customer Service group is staffed to answer telephone STs live (7x24). On rare occasions where the staff may be involved serving other customers, we ask that you leave a detailed message including:

- Your name
- Your company name
- Phone number where you can be reached or your mobile number
- ST number (if the call is in regards to an existing issue)
- A brief description of the problem

Messages are typically responded following the guidelines for your specific Support offering as described earlier in this document.

After you work with the Customer Service Representative your request is assigned a ST number. The ST number will be given to you over the phone and sent to you within 30 minutes in a computer-generated message acknowledging receipt of your ST. Please use this ST number when communicating with Sipwise about that specific issue.

Sipwise GmbH
Europaring F15 – 2345 Brunn a.G. – Austria
Email: office@sipwise.com – Web: http://www.sipwise.com
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Workflow

A specific Engineer is assigned to your ST and owns your problem until we mutually agree the ST can be closed. He or she will contact you via email and/or phone as appropriate during the resolution process. Your responsibility is to have the appropriate people and resources available to work with the Engineer during the service hours defined in your support agreement. Typically, this would be during business hours but could be 24/7 given the Priority of the problem.

A Sipwise Engineer works with you to try to resolve the issue, taking whatever steps necessary to first fully diagnose the problem and then to find a solution. This may involve:

- Asking you for more information
- Asking you to install specific software and/or patches
- Asking for specific debug data from your system (and, if necessary, conducting tests to generate this data)
- Trying to reproduce the problem on our test machines
- Asking for your code, data or software to help reproduce the problem
- Verifying software bugs with our engineering staff
- Asking you to implement and test workaround suggestions that may avoid the problem
- Asking you to involve networking, database or other technology specific administrators to help troubleshoot
- Working with you to involve relevant third party software or hardware vendors if we suspect a problem in their product.

Escalating a Support Request

If you are not satisfied with the progress of your support request, you have the right to request an escalation. Your support team will work to ensure that the appropriate resources and level of focus are applied to your request to ensure a timely resolution.

How do I Escalate a Support Request?

You can escalate a support request at any time either by speaking directly with the technician assigned or by requesting to speak with Sipwise Management.

As with Priority One STs, we highly recommend that you contact Sipwise Support by telephone for escalations. This will ensure that your request is directed to the appropriate resources as soon as possible to achieve a successful resolution.

What Happens Once I Request an Escalation?

Once an escalation request has been made, the appropriate Technical Support Manager will evaluate the situation and determine the appropriate resources to assign. An Escalation Engineer specializing in the type of situation being experienced will be assigned as the primary point of contact for the issue and will coordinate with all parties involved to ensure an expedited resolution. The Escalation Engineer will set up a conference call with the appropriate parties to begin outlining the action plan and troubleshooting the situation.

Sipwise Management is made aware of all escalations and their current status on a daily basis. Sipwise Management will work with the primary Escalation Engineers to ensure

Sipwise GmbH
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that the appropriate resources, communication and action plans are in place to expedite resolution.

<u>How Often Can I Expect Updates on an Escalation?</u>

As the escalation is initiated, the assigned engineer will work with you to determine a communication plan that fits your needs. Agreements will be made on communication mode (e-mail, phone call, reoccurring conference call), frequency, and required attendees for all updates. If required, Sipwise Management will attend any scheduled conference calls to ensure satisfaction with the current progress.

Support Request Closure

A ST is typically closed when you confirm that a resolution has been reached or if we do not hear back from you after three attempts to contact you during a ten day period. We may also close STs if we cannot resolve, or choose not to resolve certain issues, with acknowledgement and agreement from you.
<u>Resolution of Bug-Related STs:</u> We will keep your request open and follow up with you when a fix is available in a production release. We will also contact you if we post an experimental build to address your issue.

Support Policies

The following sections describe our support policies and explain how specific product versions are supported, compatibility between product releases, compatibility with third party software versions, and support for custom code.

Third Party Hardware/Software Support

Unless explicitly supported in Sipwise's Hardware Compatibility List or any other Sipwise documentation, third party hardware and software will be treated as follows:

Sipwise will assist customers in problem analysis to determine whether or not the technical issue is related to the 3rd party hardware or software.

If Sipwise cannot directly identify the root cause or it is reasonably suspected that the problem is related to the 3rd party hardware or software, we will direct the customer to open a support request with the 3rd party vendor's support organization.

Sipwise Versioning Policy

A Sipwise product version has three numbers in the format a.b.c.
The number in the "a" position identifies a major release. The number in the "b" position identifies a minor release or product update. The "c" position indicates a minor revision for maintenance releases.

Supported Versions of Sipwise Products

As a general policy, Sipwise supports each major release of our products from the time it is released until 18 months after the next major version becomes available. For example, we will normally discontinue support for version 1.x of a given product 18 months after version 2.0 becomes available. If Sipwise announces the End of Availability of a product line, we will support the then current release for an additional 18 months after the End of Availability date.

Sipwise GmbH
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Sipwise Upgrade and Update Policy

We provide software releases to fix problems uncovered in our current products. If your problem relates to a software bug in the NGC Platform as acknowledged by Sipwise with a bug tracking number associated with a ST, our Engineers will work with you to determine the appropriate release mechanism for a fix based on the technical severity of the bug and the business impact it has on your organization.

We use three mechanisms to provide bug fixes:

1. Maintenance Releases or Updates:

A maintenance release is provided on an as needed basis, for example when a bug or a set of bugs are affecting a number of customers severely and one cannot wait for the next product update. Maintenance releases go through full quality assurance testing, and are scheduled on an as needed basis. A maintenance release is identified by a change in the "c" position of the product version.

2. Minor Releases or Updates:

Minor Releases are released regularly to provide fixes for bugs identified in current releases, and may include some minor enhancements. These releases go through full testing. Such minor releases are cumulative, so you only need to install the latest minor release to benefit from all the available bug fixes. Minor releases are usually limited to high severity bug fixes. The number in the "b" position changes in the versioning of a minor release.

3. Major Releases or Upgrades:

A major release will normally include all the bug fixes provided by releases for the previous version. As appropriate, bugs identified and not fixed in the release will be documented in the Release Notes. Major releases also provide functional enhancements. Our Product Managers are alerted to all product enhancement requests, and are responsible for setting the priorities by which requested new features are implemented.

The version change for a major release is identified by a change in the "a" position to the product version number. We do encourage our customers to install major releases as soon as it is feasible.

Feature Requests

Additional features and functionality will be available twice a year and will be optional available through integration within the software upgrades and maintenance releases covered in the basic and advanced software support contract. Implementation of these features can be done via remote or onsite support and will be priced separately.

The development of additional features will be done in accordance with the development roadmap of the NGC Platform. Customers and Sipwise will consult on a quarterly base an ad required features to this development path where applicable.

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Pricing - All prices are without tax.

Support Programs for SIP:PROVIDER ^{CE}

Sipwise basic software support contract Support Ticket based service including 10x5 (business hours) support. Technical support and regular maintenance releases.	EUR 990,00 Package of 10 Support Tickets
Sipwise advanced software support contract Yearly subscription service including 10x5 (business hours) support. Technical support and regular maintenance releases and upgrades.	EUR 3.990,00 per Year

Support Programs for SIP:PROVIDER ^{PRO}

Sipwise basic software support contract Yearly subscription service including 10x5 (business hours) support. Technical support and regular maintenance releases.	EUR 990,00 Package of 10 Support Tickets
Sipwise advanced software support contract Yearly subscription service including 10x5 (business hours) support. Technical support and regular maintenance releases and upgrades.	EUR 5.990,00 per Year
Sipwise premium software support contract Yearly subscription service including 24x7 support. Technical support and regular maintenance releases and upgrades.	EUR 6.990,00 per Year

Support Programs for SIP:CARRIER

Sipwise advanced software support contract Yearly subscription service including 10x5 (business hours) support. Technical support and regular maintenance releases and upgrades.	Please contact Sales for pricing: sales@sipwise.com
Sipwise premium software support contract Yearly subscription service including 24x7 support. Technical support and regular maintenance releases and upgrades.	Please contact Sales for pricing: sales@sipwise.com

ORDER FORM Support Contract

Company Name: _____

Address: _____

_____

_____

Services: _____

_____

_____

Start of contract date _____

Yearly Fees Position 1: _____

Yearly Fees Position 2: _____

Yearly Fees Position 3: _____

Total Fee _____

Terms (in months)   12 _____

Other Instructions

Support Administrators:

Representative #1

Name:
_____

Phone:
_____

Mobile:
_____

Email:
_____

Representative #2

Name:
_____

Phone:
_____

Mobile:
_____

Email:
_____

Representative #3

Name:
_____

Phone:
_____

Mobile:
_____

Email:
_____

Representative #4

Name:
_____

Phone:
_____

Mobile:
_____

Email:
_____

License Administrators:

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Representative #1

Name: _____

Phone: _____

Mobile: _____

Email: _____

Representative #2

Name: _____

Phone: _____

Mobile: _____

Email: _____

Signatures

Customer Signature: _____

(print name): _____

Date: _____

Sipwise Signature: _____

(print name): _____

Date: _____

END OF ORDER FORM