

**Sangoma Technologies
POMPs Terms of Service
For FreePBX Systems**

1 Explanation of POMPs

1.1 Explanation-A POMPs package is an optional support agreement that is purchased by the Customer from Sangoma for a single FreePBX system. The purchase of a POMPs base package and any additional Add On Feature packages entitles the Customer to certain services to be rendered by Sangoma. The purchase of any POMPs Add On Feature packages requires a purchase of the base package first.

2 Base POMPs-Coverage of Service

2.1 Support Credits-Sangoma agrees to provide 60 support credits for use with a Sangoma representative during Sangoma's Business Hours as defined below. Additional Support Credits can be purchased from the Sangoma Store. Customer must open a support ticket first through Sangoma's online ticketing system <https://ussupport.sangoma.com>. Once a ticket has been open all correspondences can be done through the ticketing system or through telephone. This includes items such as, but not limited to help in setting up or configuring their Sangoma hardware or software purchase.

2.2 SLA- Standard SLA as defined in the SLA section

2.3 Support Services Hours. Sangoma shall provide support Services between the hours of 9 a.m. and 5 p.m., Monday through Friday, Central Standard Time ("**Business Hours**") for all issues.

3 POMPs Add Ons-Coverage of Services

3.1 Platinum Coverage of Service

3.1.1 All of the Coverage of Services as outlined in the **Base POMPs-Coverage of Service** above are included plus the following items.

3.1.2 Support Time- 180 Support Credits Included on top of what is included in the Base POMPs (Additional support credit can be purchased) All support credits are applied to the customer account and can be used for any system that the customer opens a ticket on

3.1.3 SLA- Platinum SLA as defined in the SLA section

3.1.4 24/7 System Outage Support. Sangoma agrees to provide a 24/7 emergency response system for customers experiencing a

complete system outage on any PBX that has a Platinum POMP's plan in place. This response system will allow the customer to leave a message for Sangoma's 24 hours a day 365 days a year. The on call technician will then respond back to the call back number for the customer. System Outage is defined as the PBXact phone system can not make or receive any phone calls. Each PBX has a unique Pin code for access to the after hours department and this Pin code can be found in the Sangoma Portal at <https://portal.sangoma.com> under your Deployment.

- 4 Support Service Level Agreement.** Except as otherwise provided in this Agreement, Sangoma shall provide support Services for the System in accordance with the Service Level Agreement set forth below for initial response times based on when a phone call is made to the Support Department with a ticket already opened and a voicemail is left if no answer by the support department.

STANDARD SLA

Severity	Description	Response Times
1 – Critical	Business phones non-functional. All communication down	Within 4 Business Hour
2 – Moderate	Single employee unable to function. Basic configuration concerns that impact productivity but do not prohibit communication	Within 8 Business Hours
3 - Normal	General questions about how to use functionality of phone handsets, IP-PBX features	Within 3 Business Days

PLATINUM SLA

Severity	Description	Response Times
1 – Critical	Business phones non-functional. All communication down	Within 2 Hours 24X7
2 – Moderate	Single employee unable to function. Basic configuration concerns that impact productivity but do not prohibit communication	Within 4 Business Hours

3 - Normal	General questions about how to use functionality of phone handsets, IP-PBX features	Within 3 Business Days
------------	---	------------------------

5 Terms of Agreement

5.1 Length of Agreement-All POMP packages are for a 12 month period from the date of purchase.

5.2 Renewal-All POMP packages can be renewed by the customer after the 12 month period. This can be accomplished by logging into the Customer Portal and renewing their POMP. All renewals are based on the last expiration date. If your POMP expired 6 months ago and you decide to renew it, you will only get 6 months of coverage.

5.3 Terminations of Agreement-This agreement will automatically be terminated on the same day 12 months from the order date of system. Sangoma also has the right to terminate this agreement at any time and issue a monthly pro-rated refund at its discretion with 30 day written notice to customer.

5.4 Transferability- POMP are non-transferable. Resale of any FreePBX system will void this agreement. The Purchaser of the FreePBX system will be required to purchase their own POMP

5.5 Tracking of Time- All POMP support features that have Support Credit caps to them will be tracked inside your user portal. Please access your portal to see you current balance of time left at any point during the length of the agreement. Additional support can be purchased at the prevailing hourly rate inside the customer portal.

5.6 Remote System Access-All remote support is done by connecting to your phone system using a SSH protocol on port 22. To receive support from Sangoma you must allow access through your firewall to port 22 pointing to the IP address of your system.