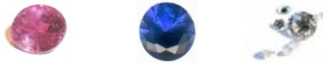




OPERATIONAL ASSURANCE Gems Support Portfolio

The Ellipsiz Communications Gems Operational Portfolio offers a comprehensive approach to support resolution with a range of performance level from which your company can pick to meet its' individual needs.



	Performance Level	Ruby	Sapphire	Diamond
Remote System Troubleshooting (including case logging, case management and escalation management).	P1	8x5 / 4-Hour	24x7 / 4-Hour	Managed Service offers a customised onsite support package tailored to you're Business Requirements and Desired Outcomes.
Onsite Software Troubleshooting (as needed).	X	X	X	
Onsite Hardware Support for Ellipsiz Hardware (including dispatch, onsite troubleshooting and repair).	P2	8x5 / Next Day	8x5 / Next Day	
Onsite Hardware Support for 3 rd Party Hardware (including dispatch, onsite troubleshooting and repair – for 3 rd Party Hardware provided by Ellipsiz Communications).	P2	8x5 / Next Day	8x5 / Next Day to 24x7 / 4-Hr (dependent on 3 rd party)	
Software Update Service (SUS): Software Updates, Maintenance Releases and Enhancements (for the complete OSS Solution).	P3	X	X	
Software Update Service (SUS) Implementation Services (including installation of defect fixes, fix minor faults and improve performance).	P4	X	X	
Support Performance Reviews.	X	X	X	
Operational Assistance / Proactive Services.	X	<i>Optional</i>	X	
Faster response times & time-to-restore commitments.	X	<i>Optional</i>	<i>Optional</i>	



Ellipsiz Communications understands the importance the availability of operational tools has to your business and offers a flexible arrangement for performance of our support services for you to choose form to meet your requirements.

Performance	Clarification	Explanation
P1	Critical	Issues that severely affect service, capacity/traffic, billing, and maintenance capabilities and require immediate corrective action. Primary function of system lost, e.g., billing data not collected, users cannot log on, etc. System recovery or a workaround immediately. Ellipsiz Communications will work continuously until there is a solution that returns system to an operational status (minimum P2).
P2	Major	Issue that seriously affect system operation, impacting the daily operations, maintenance, and administration, etc., and require immediate attention. Reduction in measurement or processing capability, corruption of billing databases, prevention of access for routine administrative activity. A workaround is provided if it is available. If the problem is a product defect, Ellipsiz Communications will makes every effort to verify the problem and attempt to resolve the defect after having received all the necessary data.
P3	Minor	Issue is a problem that has a minor impact on the operation of the product. Most these issues have a workaround. If the problem is a product defect, Ellipsiz Communications works to verify the problem within 30 business days. Issues that are not considered critical or major by the Licensee and minor impact on the operation of the product/tools. They do not significantly impair system functioning and are tolerable during system use. Most P3 problems have a workaround. If the problem is a product defect, Ellipsiz Communications will work to verify the problem.
P4	Clarification	Issue where clarification or additional instructions are sufficient to resolve a problem, and the issue has no effect on daily operations. The issue could be a Product Enhancement Request suggesting an improvement in the product. If a particular enhancement is deemed to be of use to a sufficient number of customers, it may be included in a future product release.

