

OVERVIEW

# InterCall Video Conferencing

## Support and Service Overview

The Support and Service Overview defines the standards of service one can expect from InterCall as a provider of video conferencing services. The following topics are covered within this overview:

- Service Availability
- Escalation Process
  - Severity Definitions
  - Response/Resolution Times
- Help Desk Support
- Help Desk Hours of Operation
- General Support and Service information

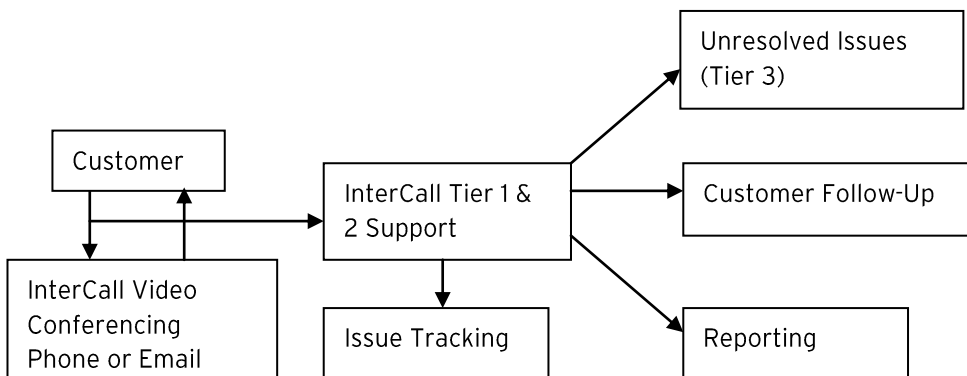
### Service Availability

InterCall will use commercially reasonable efforts to provide video service of at least a 99% monthly level uptime, excluding regularly scheduled maintenance and force major events. InterCall will also use commercially reasonable efforts to inform customers if scheduled maintenance will be performed at alternative times.

### Escalation Process

All InterCall Video Conferencing issues in need of resolution will be escalated through the following channels:

- Tier 1 Support
  - Real-time support escalation
  - Prompt and accurate service
- Tier 2 Support
  - Subject matter expert
  - Track helpdesk tickets/top issues
  - Leader/participant callbacks
- Tier 3 Support
  - Qualify software issues
  - Track defect/enhancement list
- Software and System Engineering



**APAC Customer Service:**

**Australia**

1800 468 225  
+61 2 8295 9000

**China**

400 6309 039 (Mobile)  
800 8700 311 (Landline)

**Hong Kong**

800 901 603  
+852 3073 0418

**India**

1800 3010 5500

**Japan**

0120 941 635  
+81 34580 7805

**Korea**

0079 8612 1104

**Malaysia**

1800 801 191

**New Zealand**

0800 443 589

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**Other Countries**

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## Escalation Severity Definitions

**SL1 (Routine Requests or Minimal Impact Issues):** All InterCall Video Conferencing systems are working properly. Issues are occurring on the client end or are user education related.

**SL2 (Medium Level Issues):** Basic InterCall Video Conferencing meeting functions are working properly, but some meeting features are not working as expected. These problems may affect one or more customers, but does not prevent meetings from being held.

**SL3 (High Level Issues):** One or more InterCall Video Conferencing customers are experiencing problems with major service features (e.g. joining a video conference in progress, or adding/updating reservations).

**SL4 (Urgent Issues):** Failure of InterCall Video Conferencing server hosting the service or portions of the network (within InterCall control) that prevents one or more customers from holding a video conference.

## Response/Resolution Times

\*\*All times indicated are based on maximum response/resolution timeframes\*\*

SEVERITY	RESPONSE OR ACTION PLAN	RESOLUTION
SL1	30 minutes	8 hrs or next release
SL2	30 minutes	24 hours or next patch release
SL3	15 minutes	24 hours
SL4	10 minutes	30 minutes - 24 hours

### InterCall Video Conferencing Help Desk Support

- Toll-Free Number 1800 766 770
- International Number: +61 2 8295 9015
  - Phone Service Level Goal is 80% answered in 60 seconds or less
  - Email Service Level goal - Response within 24 hours of email receipt. If immediate attention is required, please dial the InterCall help desk support number listed above to speak with a Video Conferencing technician.

General inquiries: [videosupport@intercallapac.com](mailto:videosupport@intercallapac.com)

Video inquiries: [video@intercallapac.com](mailto:video@intercallapac.com)

## InterCall Help Desk Hours of Operation

InterCall Video Conferencing Team (Help Desk) is available 24 hours a day, 7 days a week.

## General Support & Service Information

- Web Reservations/InView IP
  - 24 hours a day, 365 days a year
  - InView IP reservation system availability guaranteed 99%
  - Double booking of rooms not allowed through the InView IP system



- Success metrics: InterCall conforms to the following performance-based standards pertaining to the timing for which a reservation is confirmed:
  - Reservation confirmation within 1 hour for same or next day meetings
  - Reservation confirmation within 4 hours for 2-5 days from scheduled date
  - Reservation confirmation within 8 hours for 6 or more days from scheduled date
  - Reservation confirmation for recurring calls: First meeting within above outlined time frames; remainder of meeting dates within 48 hours

## Technical Performance Specs

- Guarantee of bridge availability for ad hoc meetings
  - InterCall will never turn away an ad hoc InterCall Video Conferencing call
- Ad hoc meeting turnaround time
  - 5 minutes for sites that have been certified by InterCall (more time need be allotted for new sites that need be input into our reservation system)
  - Time will increase as number of sites increase
  - InView IP “on-the-fly”; a 15-minute window is guaranteed
- Turnaround time for sites added to a meeting
  - 5 minutes per site
- Sites dropped during a video conference call
  - All sites will be connected within a 5 minute trouble shooting window
  - If site cannot connect due to equipment or network issues, an audio link will be added to the meeting
- Benchmarks on customer calls that have failed (statistics compiled from internal reporting)
  - Overall: less that 3% of all calls have failed
  - Customer not on time: 69%
  - Network-related issues: 27%
  - Customer equipment failures (i.e., equipment not turned on): 2%
  - \*InterCall Video Reservations (participants added during call): 1%
  - \*Technical support failures: 1%
  - Percent of failed, disconnected and late calls recovered with 5 minutes: 99%
- Meeting extensions while call is up and running
  - InterCall will never disconnect an InterCall video conference that runs past the time frame for which the conference has been scheduled
- Site Certification Procedures\*\*
  - Scheduled site certifications will take place within 24-hours of receiving the necessary site information
  - All internal conference room sites are implemented within 24-hours and will be certified within 48-hours
  - Certifications can be conducted Monday - Sunday, 24 hours/day
  - For existing rooms that are upgraded, changes are made the same day
  - Any sites that experience network issues during a video conference are called for recertifications
  - All information is updated in InView IP when the information is received

*\*\*During the initial implementation of an individual customer's video conference sites when over 75 sites need first-time certification; the certification process will take longer than the 24-48 hour time frame quoted. Once all sites have been certified, any new sites added to the customer site list will be certified within 24-48 hours.*



- Call Start Time
  - InterCall will adhere to 99% of all non-customer related issues calls starting on time.
- Guidelines for trouble calls.

Once it is determined that the problem is not an InterCall issue, you can expect the following procedures:

- Site and/or technical contacts are called. If voicemail is reached, a message will be left and an attempt made to zero-out to receptionist in an attempt to have the contact paged. If the contact gives a pager number in the voicemail message, InterCall operations personnel will attempt to reach contact via pager or cell. If the voicemail system gives the option of paging after leaving a message, operations personnel will utilize the system to page site contact.
- Person that scheduled the conference is contacted
- Conference room experiencing difficulty is called
- If there are connected sites with participants in any of the rooms, they are asked to provide another contact or more participant information
- Participating site contacts and/or technical contact at other sites that are scheduled to be on the conference are asked to provide additional contact information
- Main contact for the company listed in InView IP scheduler is called and asked to assist with making contact with the site experiencing difficulty
- Invoicing
  - All invoicing will be done monthly and distributed to the designated personnel
  - Our invoices contain the following information:
    - Conference ID
    - Date and Time of call
    - Total Minutes
    - Total Charges
    - Project Accounting Code - if applicable
    - Leader name
    - Feature charges
    - Requestor name
    - Sites that participate
    - Charge Code - billing zone
    - Speed of connection
    - Minutes for each site
    - Charges for each site
    - Credits for previously invoiced conferences are shown as a separate credit memo.

For more information about InterCall Video Support and Service, please contact your InterCall Account Manager.