

PhonEX™ ONE

Version 3.10.004 (revision 00017)
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Key Serial Number	708962753558631963
Key Type	HaspSL Certificate
Due Date	12/31/9999
Support Due Date	12/29/2019
Data sources	1
Devices	1200
Number of servers	1
Traffic Module	Yes
Guard Module	Yes
Synchronize Cost Module	No
Budget Module	Yes
Budget Control Module	Yes
Custom Reports Module	No
Custom Reports Templates	0
Bill Verification Module	No
Manage Calls Module	No
Hotel Module	No

PhonEX™ ONE Maintenance and Technical Support (1 Year)

- Prices include 12 months of technical support. Maintenance/Support conditions are described above.
- Ongoing system software updates, including both minor and major releases within our licensed feature set
- Maintenance period starts at date of a license
- Support will be via remote access, provided by the customer
- Maintenance/support is to cover only SW supplied by MIND CTI
- Support includes product assistance, problem diagnosis, troubleshooting, configuration assistance, request identification of errors and error resolution
Support will be for user questions on setup, operation or administration of The Licensed Software. This includes answers to specific questions
Resolution of specific problems relating to the Licensed Software and
Directions on the use of the manuals and documentation

Support Services Response Time

- **Severity Level 1.** An error shall be defined as severity level 1 when it produces an emergency situation in which the Licensed Software is unusable, and there is no workaround available to the Customer. In such event, MIND will respond within two (12) hours of receipt of the error report and commit a technical resource until an error resolution is implemented, restricted to the support plan purchased.
- **Severity level 2.** An error shall be defined as severity level 2 when: (I) a significant, but not primary, component of the system is unusable or does not function per applicable specification; or (ii) a severity level 1 problem is not 100% reproducible, but occurs frequently. In such event, MIND will commit the necessary technical resources to provide an error resolution in most cases within thirty (30) days of the Customer reporting the error.
- **Severity Level 3.** An error shall be defined as severity level 3 when produces an inconvenient situation in which the Licensed software is usable but does not provide a function in the most convenient or expeditious manner. In such event, MIND will commit the necessary resources to provide an error resolution in a subsequent release of the PhonEX ONE software.

Hours of Service

- The "Hours of Service" are as follows:
 - i. Monday – Friday 07:00-17:00 (GMT)
 - ii. Monday – Friday 8:00-18:00 (EAT)

MAF (Manufacturer Authorizations Form) Required