



Bicom Systems: Support & Escalation Procedures

SUPPORT CHARTER:

All customers should expect the following from support:

- All are resolved to achieve at least one of the following:
 - Customer is satisfied with the matter
 - Matter is explained as not being possible and why
 - Matter is defined as being a feature request for the Road Map
 - Matter is defined as being a feature request that the customer would like to speak to the Account Manager about to escalate
 - Matter is raised as a bug in the bug tracker and an indication of resolution is provided. A patch will be provided for critical bugs within 24 hours.
- All replies should be clear and understandable

What we ask for in return from all customers:

- An effort to provide clear descriptions of the issue
- That the customer replies in a timely manner until the matter is resolved

STANDARD SUPPORT:

The following are included in all Standard Support Contracts:

All support matters should be entered as a Ticket.

This can be done by sending an email to support@bicomsystems.com from your 'registered' email address. Non-registered emails will be lost, please see your Account Manager if you have more than one email address to register.

Tickets will be replied to within one business day.

Hours of business are from Monday – Friday :

Florida (USA) 9am - 5pm

United Kingdom 9am - 5pm

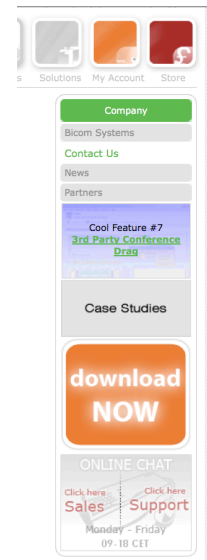
France 9am - 5pm

Online Chat

Online chat is available through your web login at www.bicomsystems.com/myaccount/ on the right-hand menu, bottom right.

Online Chat is preferable to tickets for the following reasons:

- EMERGENCY LIVE ISSUES
- Matters that require more explanation and a relay of conversation for which tickets may take longer



EMERGENCY PHONE SUPPORT:

For customers who have an Emergency Phone Support Contract, please dial either of the following numbers:

+1 619 760 7777 (Americas)

+44 20 33 99 88 00 (Europe & RoW)

And select option 2 and then authenticate yourself

Please limit to matters where 50% of calls or more are unable to pass on the system.

ESCALATION PROCEDURE:

Should the customer feel that a support item was not:

- understood
- given a satisfactory reply
- handled with the urgency required,

the following should be pursued:

Escalation Level 1

Please reply to the ticket, adding the Support Manager to the copy: supportmanager@bicomsystems.com and state the concern or additional request

Escalation Level 2

Please reply to ticket, adding your Account Manager and/or making a phone call to the Account Manager.

Escalation Level 3

Should all previous solutions prove ineffective, please copy the ticket to ceo@bicomsystems.com, detailing the previous escalation attempts.

This last step is extremely unusual. Bicom Systems prides itself on the Account Managers' ability to make decisions and any such failure is considered a very serious matter.