

UCaaS SUPPORT AGREEMENT FOR PROVIDER SERVICES

Parallel Technologies, Inc. Support program covers your organization's post implementation requirements for technical support, moves, adds, and changes as detailed below. Support Plan Offerings include:

The UCaaS Service Plans offer:

- Parts Coverage with hardware replacement typically fulfilled within a few business days for Hardware Procured through PTI.
- Labor for Remote Diagnostics included.
 - o Parallel Support Plan Plus - 24/7/365
 - o Parallel Support Plan - Monday through Friday 8:00 am – 5:00 pm EST (excluding holidays).
- On-Site Labor billed on an as-needed basis.
- TECHNICAL SUPPORT (user and programming questions) by Phone
- SERVICE (repair issues or "break/fix" work) via Provider Portal
 - o Open Cases with Provider
 - o Manage Escalations with Provider
- CARRIER SERVICES (broadband carrier issues) – For services not procured through Parallel Technologies, customers receive the 1st hour of trouble shooting at no charge. For services procured through Parallel Technologies, most related issues are non-billable.
- MAC's (moves/adds/changes and administrative assistance)
 - o Remote – first hour free, then billable in ½ hour increments thereafter
 - o On-Site – billable at prevailing rates

Service Level Agreement

On a UCaaS Support Agreement, Parallel Technologies will adhere to the following response times, but all associated on-site labor is billable.

SERVICE

(problem/repairs issues – i.e. dead phone, static on lines or phones, system down, etc.)

Monday-Friday 8 AM - 5 PM EST EST

Call (614) 798-1700 and select option 1 for standard service or 0 for a Complete System Outage. Or, email service@paralleltech.com.

1. Provide name, telephone number and location
2. Provide a description of problem. Please gather as much information as possible (i.e. extension numbers, employee's name, time of occurrence).

Response Times

Calls and emails are handled by the Parallel Technologies Support Team. If a technical resource is required, a ticket will be opened and a Parallel Technologies Support Team resource will be assigned to handle it within our normal response times as listed. If necessary, the Parallel Technologies Support Team will open a case with the Provider.

Non-emergency service provided on the average within 24 hours.

Emergency service provided on the average within 2 hours.

Hardware replacement typically fulfilled within a few business days for Hardware Procured through Parallel Technologies.

On-site Support available by request and billable at current labor rates.

Response Times for Time & Material Customers

Our goal is to meet the same response times as listed above. However, during high demand times, Warranty and Support customers are prioritized over Time & Material customers.

Evenings, Weekends and Holidays

(614) 798-1700 or (614) 798-9700 Follow Voice Mail Instructions for Emergency Service.

Service Escalation List

* IF ANY SERVICE PROBLEM IS NOT BEING RESOLVED TO YOU'RE SATISFACTION, PLEASE CONTACT THE FOLLOWING PEOPLE IN THE FOLLOWING ORDER AT THE NUMBERS LISTED BELOW *

1. Mike Philpot - Service Manager (513) 587-1368
2. Peter Johnson - President (586) 859-6329

MOVES, ADDS, and CHANGES

(i.e. station moves, new telephones, programming changes, new mailboxes, etc.)

Monday-Friday 8AM –5PM EST

Call (614) 798-1700 and select option 1

1. Provide name, telephone number and location
2. Description of work to be completed. Please gather as much information as possible.

* **MAC's are typically scheduled within 5-8 business days.**

System Moves, Major Adds and/or Upgrades

Contact Your Sales Rep

BASIC ADMINISTRATIVE AND END USER QUESTIONS

(Administrative – Edit phone system and voicemail system settings.)

(End User – Set, edit, or cancel individual phone and voicemail features and functions)

Monday-Friday 8 AM - 5 PM EST

Call (614) 798-1700 and select option 1

1. Provide name, telephone number and location
2. Provide a complete description of question. Please gather as much information as possible (i.e. extension numbers, employee's name, exactly what you are trying to accomplish).

Billing Policy

Applies to on-site dispatch for Service or Moves, Adds, and Changes.

Rates subject to change without notice.

Minimum Labor Charges & Drive Time

LOCAL Sites (includes drive time and 1st hour on-site)

Telephone Systems \$210.00 Minimum Labor Charge

LAN/WAN Data Services \$250.00 Minimum Labor Charge

REMOTE Sites

Telephone Systems \$180.00 per hour for 2-Way Drive Time

LAN/WAN Data Services \$200.00 per hour for 2-Way Drive Time

Labor Rates (billable in 30 minute increments)

Telephone Systems \$180.00 per hour

LAN/WAN Data Services \$200.00 per hour

Training

User & Operator Training \$120.00 per hour

System Administration Training \$180.00 per hour

1-Hour Online Collaborative Training sessions included free of charge for UCaaS Support

Carrier Services Policy (i.e. Local, Long Distance, and Broadband Carrier Coordination and

If the local, long distance, and/or broadband services were **procured through Parallel**

Technologies, then most related issues are non-billable.

If the services were **not procured through Parallel Technologies**, then the customer will receive the first hour of service coordination at no charge, billable thereafter at prevailing rates.

TERMS & CONDITIONS

- I. PARALLEL TECHNOLOGIES, INC., hereinafter referred to as the "Company," agrees to support the Unified Communications-as-a-Service ("UCaaS") solution, hereinafter referred to as the "System," provided by the selected UCaaS Provider, hereinafter referred to as the "Provider," for the benefit of Customer, hereinafter referred to as the "Customer," in accordance with the terms and conditions set forth below.
- II. This Agreement shall remain in force until canceled by either party. Sixty (60) days written notice prior to the expiration of the current billing interval is required to cancel this Agreement. The Agreement will automatically renew for successive one-year terms unless canceled in accordance with this provision. Parallel Technologies will invoice the Customer annually in advance, and the renewal amount will be adjusted up or down based on the number of active user and fax profiles at the time of renewal.
- III. Subject to the level of Support Agreement selected and the conditions herein, the Company shall furnish all necessary remote support services, including administrative assistance, troubleshooting, and coordination with the Provider, to keep the System operating as intended. Where issues are outside the Company's direct control, the Company will create, manage, and escalate support requests with the Provider through resolution.
- IV. The Company shall provide remote diagnostics and coordinate hardware replacement for any hardware procured through the Company, typically fulfilled within a few business days unless otherwise specified in this Agreement. Remote support will generally be initiated within one (1) business day of the Customer's service request.

The Customer shall provide and maintain secure connectivity to its UCaaS Provider Portal, enabling the Company to perform necessary remote administration and troubleshooting.

Hardware replacement typically fulfilled within a few business days is contingent on identifying required parts in a timely manner. On-site service and diagnostics are expressly excluded from this Agreement and may be quoted separately on a Time & Material basis.
- V. Emergency service will be provided via remote diagnostics and coordinated hardware replacement, typically fulfilled within a few business days unless otherwise specified in this Agreement. Remote emergency support will generally be initiated within two (2) business hours of the Company's receipt of the Customer's request. For the purposes of this Agreement, "emergency service" is defined as service necessitated by a major failure of the System to operate as required.

The Company shall not be responsible for service interruptions, performance issues, or outages attributable to the Provider's network, platform, or infrastructure.
- VI. Support service will be rendered as provided above unless prevented by causes beyond reasonable control. Provider network outages outside Company's control are not covered. Company will escalate, but cannot guarantee resolution.
- VII. The company may refuse service under this agreement if Customer is not current in its financial obligations to Company.
- VIII. Although the Company will respond to any service request as described above, this Agreement does not cover failures or issues caused by factors outside the Company's reasonable control, including but not limited to:
 - Defects or outages attributable to the UCaaS Provider's network, platform, or services.
 - Damage to or failure of PTI-provided hardware resulting from misuse, negligence, accident, theft, abuse, connection to direct current, fire, flood, wind, lightning, acts of God, or improper wiring, installation, repairs, or alterations by anyone other than the Company.

Any repairs, hardware replacement, or billable service required as a result of the above causes shall be performed by the Company at its prevailing labor rate plus the cost of parts and materials, and invoiced to the Customer upon completion.
- IX. If support lapses, hardware will not be replaced for a period of 60 days after reinstatement as part of this agreement, although the associated labor will be covered as indicated in paragraphs III and IV above. Existing hardware defects in non service-ready implementations may result in additional billings to bring the system to a fully operational, service-ready level. Lapsed support can only be reinstated on a one-time basis.

- X. In the event of material breach of this contract, either party may cancel this Agreement, this being the exclusive remedy available, and the Company shall in no event be liable for any special, incidental or consequential damages for loss, damage or expense directly or indirectly arising from the Customer's inability to use the equipment either separately, or in combination with any other equipment or from any other cause.
- XI. The provisions contained in the Agreement, when approved, accepted, and executed by the Company, constitute the entire Agreement between the Company and the Customer with regards to the subject matter hereof and any alteration or modifications hereto, must be in writing, referring to this Agreement, and must be executed by PARALLEL TECHNOLOGIES, INC.