FUZE SUPPORT

WELCOME GUIDE

fuze

10 Wilson Road, Cambridge, MA, 02138

fuze

10 Wilson Road, Cambridge, MA, 02138

WELCOME TO FUZE SUPPORT

Thank you for choosing to partner with Fuze on your global communications. We aim to be just that - your partner - and are here to build an effective and healthy support relationship.

Fuze offers world-class support to help you maximize the value of your investment. Our highly-trained support staff is available to help you quickly and easily use, manage, and troubleshoot Fuze products in your environment. In addition, Fuze provides a wide variety of online support materials to answer your questions.

Through Fuze Support, you can expect:

- Answers to your questions about the Fuze products as well as recommended best practices
- Assistance in identifying and verifying the causes of suspected errors within your Fuze environment
- Solutions for identified errors or malfunctions impacting Fuze users within your organization
- Software updates and product documentation
- Access to Fuze Support by phone and email, as well as 24x7 access to the Fuze Community knowledge base.

Fuze provides global support with locations in North America, Europe, and Asia. Resources are prioritized to ensure rapid response times for critical issues.

You can open cases online via email or our support community, or by calling Fuze Support directly. Cases are assigned to support engineers for investigation and resolution, according to engineer skill sets and availability. By using a unified case tracking system, Fuze support engineers know they are working with the latest details and status of each case.

All incoming inquiries, including both technical and non-technical support cases, are answered directly by Fuze Support. Rest assured that your concerns are heard directly by Fuze, with escalation channels readily available.

THE FUZE SUPPORT TEAM

Our support team members are experts in the Fuze product line and related technologies. In addition, our support engineers have completed extensive internal and external training and are skilled problem-solvers. Fuze support engineers are accountable for the resolution of an assigned case, acting as a single point of contact and coordinating the efforts of other support members, subject matter experts, partners, and engineering teams. Support works very closely with the Quality Assurance (QA), Engineering, and Product organizations to expedite resolutions and provide customer feedback on product issues. Through the team approach, Fuze can offer the highest degree of technical knowledge possible, drive issues to resolution, and provide the excellent support our customers require.

English is the primary language for communication on support cases; however, members of the support team can also speak French, Spanish, and Portuguese.

fuze

10 Wilson Road, Cambridge, MA, 02138

FUZE SUPPORT RESOURCES

With the Fuze support team, you will limit costly downtime scenarios while maintaining the high level of performance expected from your organization, in addition to 24x7x365 access to all our support resources.

Below is an overview of the Fuze Support resources.

Fuze Community

The Fuze Community is a centralized place for all the following activities:

Points of Contact

- Submission of new requests
- Viewing and updating of previously submitted cases, and
- Links to self-service tools

Points of Contact and End-Users

- Access a knowledge base detailing FAQs, known issues and solutions, error messages, and service notifications, and
- Technical notes providing in-depth explanations to common questions

Once you are an active user on Fuze, you can log into the community using your Fuze credentials.

Telephone Support

We have English-speaking support engineers located around the world providing 24x7x365 phone availability.

Location	Contact Number
U.S. Toll Free	+1 800.890.1553 option 2
United States	+1 617.453.2052
Australia	+61 2 8607 8029
France	+33 97 518 6686
Germany	+49 32 22 109 6038
Greece	+30 211 198 3039
Ireland	+353 76 888 7202
Israel	+972 3 763 0658
Italy	+39 02 94 75 2581
Japan	+81 34 589 4674
Netherlands	+31 20 241 0144
United Kingdom	+44 330 808 0131

SOFTWARE AND NETWORK SUPPORT

Software Updates

Fuze provides software maintenance releases and updates as they are available without additional charge for customers with active contracts. The contents of maintenance releases and updates are determined by Fuze. We have set maintenance windows twice weekly. All other maintenance windows are on an as-needed basis for urgent updates to the Fuze platform. Our maintenance windows, both scheduled and unscheduled, are designed to be nonservice impacting. In the event where services may be impacted, Customers will be notified.

Note: The scheduled maintenances are Saturdays and Tuesdays from 10pm-4am Eastern Time (subject to change).

Error Corrections

Fuze makes commercially reasonable efforts to correct any reproducible programming error in the product software attributable to Fuze with a level of effort commensurate with the severity of the error. Customers should notify Fuze of such errors and should provide Fuze with enough information to reproduce an error. Fuze is only responsible for errors that are reproducible by Fuze on unmodified product software as delivered to the customer.

Network Support

Support for your network varies depending on your set-up. Below are the most common set-ups, and an overview of how each will be supported.

Fuze Provided Circuit and Equipment (recommended)

This is the recommended set-up for customers for ease of management.

> <u>Customer's responsibilities</u>
> Internal connectivity at a site, and firmware updates.
>
> <u>Fuze's responsibilities</u>
> Manage all equipment, and remind the customer to update their hardware firmware regularly.

Bring Your Own Equipment (BYOE)

If a customer decides to bring their own network equipment (e.g. switches, routers, adapters, and/or cables, etc.), this is a BYOE set-up. Fuze have no visibility into the network environment; and therefore, is not responsible for network- related issues.

This set-up also applies to remote users that use non-Fuze provided modems or

routers. It is their responsibility to contact their internet providers should issues arise.

Customer's responsibilities
The customer is to ensure the network and/or equipment is configured to work with the Fuze platform, and work with Fuze should an issue arise

Fuze's responsibilities
We will work with your points of contact to identify the root cause, and perform tests if needed. If the root cause is identified to be related to Fuze's services, Fuze will take responsibility for resolving the issue. In the case where the issue is network related, Fuze will work with the customer contact(s) to drive the issue to resolution. If appropriate, Fuze will also engage with a third party through the customer.

Bring Your Own Bandwidth (BYOB)

In this set-up, a customer chooses to bring their own bandwidth (e.g. circuits, T1, and/or internet service, etc.). Quality of Service (QoS) or packet prioritization cannot be guaranteed in a BYOB set-up

Customer's responsibilities
Ensures that the bandwidth meets Fuze's recommendations. If call quality issues arise, it is a customer's responsibility to contact their internet provider and to troubleshoot the circuit.

Fuze's responsibilities
Fuze will be responsible for maintaining the Codec agreed up

SUPPORT PACKAGES

Fuze offers a choice of four support levels – Core, Enhanced, Premier, and Platinum– so you can choose the package that fits your unique business requirements, IT needs, and business communications goals. This flexibility also means that you can easily adjust your support levels as your business grows and evolves. Below is a high-level overview of each package.

Core

- Customer's Points of Contact - 2 Global
- 24/7/365 access to support via the community, telephone, and email
- Industry Standard Initial Response targets
- Network monitoring for Fuze-provided network and/or equipment
- Remote maintenance and updates
- Points of Contact access to self-service tools
- End-users access to the Knowledge Base

Enhanced Support

- Core Support features
- Customer's Points of Contact – 5 Global
- Enhanced Initial Response targets
- Add-on options: Designated Service Delivery Manager (SDM) and/or per site Network Probes

Premier Support

- Enhanced Support features
- Customer's Points of Contact – 2 Global and 2 Per Site
- Faster Initial Response targets
- Add-on options: Designated SDM and/or per site Network Probes

Platinum Support

- Premier Support features
- ¼ of a Service Delivery Manager
- Gold Standard Initial Response targets
- Add-on options: increase SDM's dedication and/or per site Network Probes

Add-On Options

- +.25 of a Service Delivery Manager – he/she spends time to get to know your business, and help ensure you are getting the best possible support from Fuze.
- Per Site Network Probe – added to each site for network monitoring purposes.

WORKING WITH FUZE SUPPORT

Fuze's support engineers are committed to providing world-class expertise and assistance. Each member of our support organization is dedicated to building a strong and lasting relationship with your business.

Points of Contact

Each customer designates individuals to act as support liaisons and ensures that these people are properly trained in the operation and use of the product. The number and type of contacts depends on the level of support purchased. Fuze will not be required to provide support or maintenance services to any other individuals. Points of Contact (PoC) are crucial to the success of the support relationship. These PoCs can be added and changed over time by request. To avoid any interruptions, notify Fuze Support if you transfer support responsibilities to another person. Reasonable access is necessary for personnel to answer questions about any problems report

How to Contact Support

There are three ways to reach our support team members:

1). Fuze Community (Recommended)
To ensure the quickest routing of all requests, we recommend submitting your requests through the Fuze Community. This is the best way to submit a case, because it allows customers to provide details and assign their own priority, and it also allows Fuze to direct the case to the right teams almost immediately.

2). Phone Support
Our support engineers can be reached by phone. This option is best for follow-ups regarding an existing request, Priority 1 issues, and escalations.

3). Email Support
For your convenience, you are also able to reach Fuze Support by emailing support@fuze.com. This method should be leveraged if you are unable to access the Community directly. We discourage customers from emailing a support engineer or their Service Delivery Manager directly as it would cause delay. We also request that cases coming in via emails are sent in with a recognized account email domain name. This is important for timely case routing. Note that all new inbound email submissions are assigned a default priority of P3. If it is a higher priority issue, we encourage customers to leverage the community or call support directly.

Note: Before you submit a case via phone or email, consider our support options

such as the knowledge base, user documentation, and online submission of cases, as they may be quicker and easier for you.

Ensuring Consistent Support Experiences

Updated Information

It is important for PoCs, to provide Fuze with up to date information. The following events can cause changes, and Fuze must be notified. Failure to notify us will result in our reduced ability to support a site.

- Network configuration changes
- Site moves
- New internet connections (IP address, gateway)
- Change to failover connections
- Topology changes

Site Verification Test (SVT)

Completing the SVT qualifies a site for Fuze's support. If your business decides to opt-out of this test, Fuze will need a signed waiver from the customer. The purpose of the test is to establish a baseline for network connectivity and verify that end-to-end network connections are correctly configured between the customer location and the Fuze network. The test will be conducted via a conference call which will include remote Fuze personnel along with an on-site presence by the customer.

System Requirements

It is also important that the basic system requirements for our software-based solutions. For customers with Fuze credentials, we recommend going to our Product Guides for the latest requirements.

Thinking Communicator

- Windows 7, 8, 8.1
- MAC OS X, Mountain Lion+
- Voice
- SIP 5060 (udp)
    - Audio RTP: 5000 – 5499 (udp)
    - Video RTP: 5500 – 6000 (udp)

Chat/presence/screen pops

- XMPP: 5222 (tcp)
- HTTPS: 443 (tcp)

Fuze Desktop

- Windows 7, 8, 8.1, 10 or later, .NET Framework 4.5.2 or later
    - MAC OS X 10.9, 10.10, 10.11 or later
- Same network requirements as ThinkingCommunicator for Voice, Chat, Presence, and Screen Pops

Thinking Contact Center

- Windows 7 or later
- iOS 7.0 or up

Fuze Mobile

- Android OS 2.3 and up
- iOS 7.0 or up

Desktop

- Windows 7, 8, 8.1
- MAC OS X, Mountain Lion+

CASE LIFECYCLE

OPENING A CASE

Once a request is placed into our system, an automated message with the case ID and other relevant information will be generated and sent over to the PoC. The case will then be routed to the appropriate support engineer. Initial response time is defined by the priority level (see below).For the duration of the case, we ask that you work with us towards a resolution.

Collecting Case Information

When you report a problem to Fuze, be prepared to provide the following accurate information. An example of information commonly requested is as follows:

- Customer name and location
- Account name
- Issue type – e.g. audio, video, etc.
- Symptoms – e.g. echoes, dead air, etc.
- Exact location – e.g. address
- Name of impacted users/or an entire site
- Call examples, if applicable – e.g. date, time, DID
- MAC addresses, if applicable

Defining the Problem

Be prepared to describe the problem and provide information in the following format:

<u>Problem Priority</u>

- P1 – Critical – Severe Impact to Business Operations
- P2 – Major – High Impact with Disruption to Normal Business Operations
- P3 – Minor – Low Impact to Normal Business Operations
- P4 – Informational – General Troubleshooting

See below for more details about priority levels and the targeted response times.

<u>Problem Symptoms</u>

- Provide an example of the issue.
- Is this a single occurrence, or is the issue ongoing?
- When the behavior first was observed and if this coincides with other relevant activities.
- If this was a previously stable environment, explain what changed prior to this

behavior.

Attempts to Troubleshoot and Rectify

Example: tried to restart the service at 17:23 but this failed.

Problem Details

Provide as much information as you can about the problem. For example:

- Is this impacting a selected group of users, or an entire location?
- What are the features being impacted?

CLOSING A CASE

Upon completion of a case, the support engineer will follow up with the customer for approval before closing a case. If the engineer does not hear from customer for a period of time, they will close the case but can re-open it based on a customer's request. Customers can request closing a case by adding a comment to their existing case from the support community.

RE-OPENING A CASE

If your problem re-occurs after your case is closed, a case can be re-opened, or simply submit a new case.

You can re-open a case by logging into the community, calling support, or sending an email to support@fuze.com. Support management will re-queue the case. If possible, the original case engineer will accept the case and follow-up with the customer, since they are already familiar with the case history. If the original engineer is not available, the next available engineer will accept the case.

SUPPORT PRIORITY LEVELS AND RESPONSE GOALS

Fuze works with customers to assign a priority setting to submitted problems. The priority defines timeframes for resolution goals and escalation potential. This ensures that the appropriate resources within Fuze resolve the problems as quickly and efficiently as possible.

All cases are prioritized per their impact to the customer – Priority 1 (P1) through Priority 4 (P4) – with P1 being the most important and urgent. Definitions for each priority are standard within the industry. Fuze Support responds in a manner appropriate to the nature of the case. The case priority can change depending on troubleshooting progress, or customer request.

PRIORITY 1 – CRITICAL

Priority 1 cases severely impact the customer's ability to conduct business, and is caused by an error that renders any of the voice and UC Fuze provided services as listed in the Agreement as inoperative or inaccessible for an entire location. In such cases, no procedural workaround exists, so the objective is to get the customer back online by whatever means necessary.

For Core Support, Fuze will respond to a P1 case within four hours – for response time specific to your support package, please refer to the below chart.

Continuous efforts are made to isolate, diagnose, and deliver a solution or repair. Fuze will work the issue around the clock with the customer. Should the customer not be available around the clock for our engineers to work with the priority will be reduced accordingly. When the severity level has been changed to Priority 2 or Priority 3, the support team follows the guidelines for that priority.

PRIORITY 2 – HIGH

Priority 2 cases are high-impact problems that disrupt the customer operations but there is capacity to remain productive and maintain necessary business-level operations. Typically, it is an error that renders one or more critical Fuze services functions unavailable or only partially available, or significantly degrades performance of the service.

For Core Support, Fuze will respond within 12 hours following receipt of a P2 case – for response time specific to your support package, please refer to the below chart.

PRIORITY 3 – MINOR

Priority 3 issues are medium-to-low impact problems that involve partial loss of non-critical functionality. It is caused by an error that causes minor impact on the use of an UC Fuze application or function, without disruption of any voice services, or if the error is

limited to a small number of users. The problem impairs some operations but allows the customer to continue to function. For Core Support, fuze will respond within 24 hours following the receipt of a P3 case – for response time specific to your support package, please refer to the below chart.

PRIORITY 4 – GENERAL TROUBLESHOOTING

Priority 4 issues include minor problems, questions, and mostly move, add, change, and de-provision (MACD) requests. The inconvenience is slight and can be tolerated.

For Core Support, Fuze will respond within 48 business hours following the receipt of a P4 case – for response time specific to your support package, please refer to the below chart.

Customers can also choose to leverage the self-service tools for MACD requests (see below).

Core	Enhanced	Premier	Platinum

• Points of Contact:
  • 2 Global
• Initial Response Time Target
  • P1 – 4 hours
  • P2 – 12 hours
  • P3 – 24 hours
  • P4 – 48 Hours
	• Points of Contact:
	  • 5 Global
	• Initial Response Time Target
	  • P1 – 2 hours
	  • P2 – 6 hours
	  • P3 – 12 hours
	  • P4 – 24 hours
		• Points of Contact:
		  • 2 Global
		  • 2 Per Site
		• Initial Response Time Target
		  • P1 – 1 hours
		  • P2 – 3 hours
		  • P3 – 6 hours
		  • P4 – 12 hours
			• **25% of a Service Delivery Manager***
			• Points of Contact:
			  • 2 Global
			  • 2 Per Site
			• Initial Response Time Target
			  • P1 – 30 minutes
			  • P2 – 90 minutes
			  • P3 – 3 hours
			  • P4 – 6 hours

	Optional: Add-ons		
	• +25% Service Delivery Manager • Network Probe Per Site		

*For every 5,000 end-users, +25% of a SDM is assumed and priced accordingly.

ESCALATION COMMITMENTS

Fuze provides systematic escalation management to customers with current service plans.

The Fuze escalation process notifies levels of management throughout the life cycle of the technical issue. This ensures that the appropriate resources resolve outstanding technical problems as efficiently as possible.

Priority Level	**Notifications**		
	Escalation Engineer	Manager	Executive Team
Priority 1	Within Initial Response target	Target Breached	16 hrs post breach
Priority 2	Within Initial Response target	Target Breached	48 hrs post breach
Priority 3	Within Initial Response target	Target Breached	N/A
Priority 4	Within Initial Response target	N/A	N/A

Customers can escalate a case based on their needs and the response to their support request.

To escalate a case, email escalation@fuze.com or call 1.800.890.1553, option 2. A case follows the following escalation path:

Support Engineer to Escalation Engineer to Support Manager/Director to VP WW Support. As needed Engineering, Sales, and the Executive Team are involved in the escalations.

SELF SERVICE TOOLS

We have developed powerful self-service tools that administrators, and end-users can access. By leveraging these tools, most MAC'D requests can be resolved without involving support. Below are our self-service tools, and some of the most common requests they can resolve.

Portal

- Forwarding a call
- Adding a new queue or ring group
- Adding a contact to a directory
- Changing a user's extension
- Changing a caller ID name

The Hub

- Creating a user
- Cloning a user
- Ordering new hardware

WHAT CUSTOMERS SAY ABOUT FUZE SUPPORT

Fuze Support consistently receives very high marks with customer satisfaction, scored in areas such as responsiveness, technical expertise, and overall effectiveness. These high marks don't come just from industry analysts, but from actual customers in response to real support issues.

After closing a case, a survey is sent to the customer asking for feedback as to how the case was handled and where Fuze can improve. We are proud to list some of the comments we've received from our customers.

"You guys have the best support group I have ever seen. As IT Director I've seen a ton of support groups but nothing like what you guys have. You are fast, efficient and first time fix.... the best. I am happy we chose you guys to be our vendor."
- Law Firm in Texas

"Handled promptly. Felt like my problem was an important issue even though I'm just one person with an issue."
- Research Software Company

"One person point of contact. It was great to explain what we wanted and have that same person actually perform the technical service, and check in to make sure that it was working the way that we wanted it to."
- Consulting Firm

"Everyone I ever deal with is ALWAYS nice and pleasant."
- Insurance Firm

"She genuinely cared about my problem.... didn't just pass me on to someone else. She made me feel special and a priority to her. My concerns were her concerns and she was going to find resolution for them."
- Medical Equipment Provider

"I was pleasantly surprised by how quickly my request was taken care of."
- Non-Profit Organization

"The associate was able to complete everything in one go, without me needing to call Fuze repeatedly and getting different support engineers to resolve the issue."
- SaaS Company

"Very quick and accurate responses. Easy to understand steps/guidance. Kind and professional employees."
- Information Technology

ABOUT FUZE

Fuze unifies communications into a single, seamless user experience across any device. Giving users the flexibility to work whenever, wherever, and however.

Fuze is a global, cloud-based unified communications platform that empowers productivity and delivers insights across the enterprise by enabling simplified business voice communications, flexible video conferencing, and always-on collaboration. Formerly ThinkingPhones, Fuze allows the modern, mobile workforce to seamlessly communicate anytime, anywhere, across any device.

Headquartered in Cambridge, MA, Fuze has additional locations including New York, San Francisco, Seattle, Ottawa, London, Amsterdam, Aveiro (Portugal), Madrid, Paris, Munich, Zurich, and Copenhagen and Sydney. For more information, visit www.fuze.com.

fuze

10 Wilson Road, Cambridge, MA, 02138