



Product Terms

Support Services

THESE TERMS APPLY TO ALL SUPPORT SERVICES

VARIOUS PACKAGES

MWEB offers Support Services to Customers that have either purchased the Equipment from MWEB or rented the Equipment from MWEB and MWEB will support such Equipment in accordance with the provisions of the Support Schedule selected by the Customer in the Application Form.

For ease of reference, the Support Services Product Terms have been divided into 2 sections which we summarise below:

PART A – GENERAL PROVISIONS – These are applicable to all Support Services;

PART B – SUPPORT SCHEDULE TERMS – These are specific to each Support Service Schedule and are only applicable to a specific product being supported.

PART A – GENERAL PROVISIONS

1. INTRODUCTION

- 1.1 MWEB supplies the Primary Services to Customer which requires the utilization of the Equipment in order to provision the Primary Services.
- 1.2 Customer acknowledges and agrees that it is essential for MWEB to provide the Support Services to Customer in order to maintain service quality, availability, functionality and accessibility and for these purposes.

2. INTERPRETATION

- 2.1 Unless the context clearly indicates the contrary, any term defined in the General Terms when used herein, shall bear the same meaning as defined in the General Terms.
- 2.2 By subscribing to Support Services, Customer agrees that he/she/it has read, understand and is bound by:
 - 2.2.1 the General Terms and Use Policies under “**General Terms**” and other notices under “**Notices**” on our Legal Website; and
 - 2.2.2 these terms that apply specifically to Maintenance and Support,
- 2.3 (collectively the “**MWEB Business Terms**”).
- 2.4 Customer’s subscription of the Support Services indicates Customer’s acceptance without modification of the MWEB Business Terms, which will constitute a legal agreement between Customer and MWEB Business.
- 2.5 Unless the context clearly indicates to the contrary, the following words bear the meanings ascribed thereto-



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- 2.5.1 **Data Centre** means MWEB's Data Centre situated at the Technology House, Greenacres Office Park, Cnr Barry Hertzog/Rustenburg & Victory Roads, Victory Park, Johannesburg, 2195;
- 2.5.2 **Equipment** means any hardware, cables, connectors and any other equipment located at the Premises and/or Data Centre which is either supplied by Customer, purchased from MWEB or rented to Customer by MWEB;
- 2.5.3 **Force Majeure** means any of the following events to the extent such events are beyond the reasonable control of a party-
- acts of God;
- i. fires, floods or other catastrophes;
 - ii. acts or failures to act of any governmental authority;
 - iii. acts of war or civil disturbances;
 - iv. terrorism;
 - v. severe weather;
 - vi. strikes and other labour actions;
 - vii. theft and vandalism;
 - viii. other external aggression, including cable cuts; and
 - ix. other similar events beyond such party's reasonable control;
- 2.5.4 **MWEB Offices** means MWEB's offices situated at: (i) MWEB House, Greenacres Office Park, Cnr Barry Hertzog/Rustenburg & Victory Roads, Victory Park, Johannesburg, 2197; (ii) No. 100 Fairway Close, Parow, Cape Town 7500; and (iii) 1st Floor, The Glass House, 309 Umhlanga Rocks Drive, La Lucia Ridge;
- 2.5.5 **MWEB Quote** means a document reflecting the estimated price and/or charges to be charged by MWEB for rendering services falling outside the Support Services Schedule;
- 2.5.6 **Premises** means Customer premises specified in the Application Form;
- 2.5.7 **Professional Services** means the labour services and any other additional, special and/or unusual services not specified in the Application Form requested by Customer and provided to Customer by MWEB on a time and material basis subject to the Professional Services Product Terms;
- 2.5.8 **Support Services** means the support service MWEB will render to Customer in accordance with the provisions of set out herein and the Support Services Schedule;



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2.5.9 **Support Services Schedule** means a schedule attached to the Support Services Product Terms setting out various Primary Services which utilize Equipment that is supported in terms of the Support Services Product Terms and the scope of the Support Services;

2.5.10 **Primary Service** means the Services specified in the Application Form in terms of which the Equipment is intended to be used.

3. SERVICE FEES

3.1 Customer shall pay to MWEB the Service Fees set out in the Application Form in accordance with the provision of the General Terms.

4. DURATION

4.1 The Support Services will commence with effect from the activation of the Primary Services and/or installation of the Equipment, whichever is the earliest and continue for the period selected by Customer in the Application Form ("**Initial Period**").

4.2 Either Party may terminate Support Services at the end of the Initial Period by giving the other Party 3 (three) calendar months written notice of termination prior to the end of the Initial Period. Any notice of termination given by Customer during the Initial Period shall only become effective upon the expiry of the Initial Period.

4.3 If neither Party has given notice as contemplated in clause 4.2 above, Support Services shall endure indefinitely thereafter on the same terms and conditions, provided that either Party shall be entitled to terminate Support Services on 3 (three) calendar months written notice to the other to that effect.

4.4 For the avoidance of doubt, Customer acknowledges and agrees that:

4.5 in the event that the Equipment is supplied by MWEB, Customer will not be allowed to terminate Support Services until termination of the Equipment Rental Terms;

4.6 in the event that MWEB is supplying the Primary Services, Customer will not be allowed to terminate Support Services until termination of the Primary Services.

4.7 To the extent that Support Services provided to Customer are suspended by MWEB in terms of the provisions of the General Terms or for any other reason whatsoever Customer acknowledges that it will forfeit its access to and/or use of Support Services, but Customer shall still be liable to pay the Service Fees during such suspension.

5. SUPPORT SERVICES TERMS

5.1 Customer acknowledges and agrees that:

5.1.1 MWEB reserves the right to perform the Support Services through a third party supplier;

5.1.2 MWEB will only provide Support Services to Customer provided Customer has:



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5.1.2.1 purchased the Equipment from MWEB and such Equipment is used in conjunction with the Primary Services; or

5.1.2.2 rented the Equipment from MWEB.

5.1.3 MWEB will only provide the Support Services set out in the Support Services Schedule and MWEB's staff and/or duly authorized agents ("**MWEB Engineers**") are not allowed to perform any other service not specified in the Support Services Schedule. Any other service(s) required by Customer falling outside the scope of the Support Services will only be supplied by MWEB provided that Customer has subscribed for the Professional Services and in that event will be supplied in terms of that agreement.

5.1.4 MWEB does not approve any work or service required by Customer which does not form part of the Support Services and/or which is not set out in the Support Services Schedule ("**Unsupported Services**"). Should Customer approach an MWEB Engineer with a view of sourcing the performance of the Unsupported Services, such Unsupported Services required by Customer shall be performed by such MWEB Engineer in his/her own personal capacity and at Customer's sole discretion and risk. Customer will remain directly responsible for all Unsupported Services performed by MWEB Engineers and MWEB shall not be held responsible for any damages resulting from such Unsupported Services.

5.2 The Support Services to be provided as envisaged herein will be rendered either remotely or on-site at the Premises.

5.3 In order to ensure the effective performance of the Support Service, MWEB will make the following available: to Customer (i) MWEB Advanced Services Centre ("MWEB ASC"); (ii) event logging system; (iii) remote access tools; and (iv) a set of procedures to ensure that the correct attention is in place on problems relating to the Primary Services or Equipment are reported. This system will ensure prompt fault determination, reporting and escalation to achieve the Support Service levels set out in the Support Services Schedule.

5.4 MWEB will make its MWEB ASC including MWEB Engineers available to perform Support Services and to attend to any preventative and reactive task required to sustain the availability of the Primary Services and the operation and functionality of the Equipment as determined by MWEB in their sole discretion. Customer acknowledges and agrees that no MWEB Engineer will be made available to Customer on a full time basis.

5.5 Customer will log all Support Services request directly with MWEB Customer Care Centre ("MWEB CCC") and will escalate such logs accordingly within the MWEB ASC team. In the event that the fault logged by Customer does not relate to the Support Services, MWEB shall notify Customer and Customer shall resolve such fault directly with his/her/its suppliers for resolution.

6. CUSTOMER RESPONSIBILITIES

6.1 Access To Premises:



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- 6.2 Should it be required to provide the Support Services at Customer's premises, Customer shall allow MWEB Engineers reasonable access to the Premises and the Equipment for the purposes of performing Support Services and/or to effect any repairs or replacement of the Equipment. If Customer's premises are situated beyond a radius of 100km from MWEB Office, Customer acknowledges that MWEB reserves the right to charge travelling fees set out in the Support Services Schedule.
- 6.3 Customer warrants that the:
- 6.3.1 Premises and/or the area where the Equipment is installed meets the requirement of the Occupational Health and Safety Standards;
 - 6.3.2 the current electrical work, wiring, cables and information communication technology meets the SABS requirements;
 - 6.3.3 landlord and/or the governing body(ies) (if the Premises are in an office complex and/or any complex), of the Premises where the Equipment is installed are aware of: (i) the Support Services to be performed; and (ii) what such Support Services entails; and
 - 6.3.4 landlord and/or governing body(ies) (if the premises are in an office complex and/or any complex), of the Premises where installation will be done have given Customer the necessary approvals to allow MWEB to commence the installation work.
- 6.4 Customer acknowledges that should MWEB at any time whilst carrying out Support Service on-site deem the Premises and/or area where the Equipment is installed to be dangerous, unsafe and/or risky for the MWEB Engineer to commence and/or continue with the Support Services, MWEB shall without incurring any damage and/or liability of whatsoever nature to Customer cease the performance of the Support Services until Customer has fixed and/or repaired the Premises and/or area for installation purposes and/or Support Services, within the timeframe agreed upon by the Parties.
- 6.5 Should Customer fail to fix and/or repair the Premises and/or area within the time frame agreed upon by the Parties, MWEB shall have no other alternative but to suspend the performance of the Support Services. Customer shall not be entitled to terminate the Support Services including the Agreement on the basis that MWEB has suspended the performance of the Support Services. Customer will remain liable to pay MWEB the Services Fees until termination of the Support Services in accordance with the provisions of these Product Terms.
- 6.6 Customer acknowledges and agrees that MWEB may as part of the Support Services be required to dig, drill, remove pavement, carpets, tiles, ceilings, glue etc in order to repair, remove, install the Equipment. Customer hereby gives MWEB the permission to carry out any drilling, removal and/or apply any glue required for repair, removal and/or installation purposes. Customer warrants that he/she/it has received permission from the landlord (where the premises are rented) and/or any governing body(ies) (where the premises are in an office complex or any complex) to carry out any drilling, removal and/or apply any glue required in the interior and exterior of the walls and the common area, for installation purposes.
- 6.7 Customer acknowledges that:



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- 6.7.1 MWEB will use reasonable commercial endeavours to ensure that the on-site Support Services are performed in a professional manner without causing any damage of whatsoever nature to Customer;
- 6.7.2 MWEB cannot guarantee that the Support Services will be performed without errors, faults and/or causing damages of whatsoever nature to the Premises;
- 6.7.3 **IN THE EVENT OF ANY DAMAGE TO CUSTOMER'S PREMISES AND/OR INSTALLATION AREA CUSTOMER SHALL WITHOUT LIMITING THE GENERALITY OF THE GENERAL TERMS, NOT BE ABLE TO HOLD MWEB BUSINESS, ITS CONTRACTORS AND/OR AGENTS LIABLE UNDER ANY CIRCUMSTANCES, FOR ANY LOSS, DAMAGE, COSTS, EXPENSE OR INJURY INCLUDING WITHOUT LIMITATION DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL LOSS, LOSS OF PROFIT, LOSS OF ANTICIPATED SAVINGS, LOSS OF GOODWILL, LOSS OF REVENUE, LOSS OF CUSTOMERS CAUSED BY OR ARISING IN ANY MANNER WHATSOEVER FROM MWEB BUSINESS' WILLFUL MISCONDUCT, NEGLIGENCE AND/OR GROSS NEGLIGENCE. MWEB BUSINESS'S ENTIRE LIABILITY TO CUSTOMER FOR SUCH DAMAGES SHALL WITHOUT LIMITING THE GENERALITY OF THE GENERAL TERMS, BE LIMITED TO THE REPAIR OF SUCH DAMAGE AND/OR REPLACEMENT OF THE EQUIPMENT.**

6.8 Access to Personnel:

- 6.8.1 Customer shall further appoint one (1) individual within his/her/its organization to serve as primary contact between MWEB and Customer and to receive support through MWEB CCC and/or MWEB ASC. All of Customer's Support Services enquiries shall be initiated through these contacts and logged internally.
- 6.8.2 Customer agrees to provide MWEB with reasonable access to all necessary personnel to answer any questions about any problems reported by Customer regarding the Primary Services or Equipment and/or any error in the Primary Services or Equipment picked up by MWEB.
- 6.8.3 Customer shall appoint personnel with adequate knowledge pertaining to Customer's information technology infrastructure to work together with MWEB CCC, MWEB ASC team and/or MWEB Engineer.



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SUPPORT SERVICES SCHEDULE 1 MTALK PBX VBX

1. SCOPE OF SUPPORT SERVICES

- 1.1 Support Services to be provided in terms of this schedule include:
 - 1.1.1 the overall maintenance and support services of the PBX VBX Solution and MTALK Hardware to ensure efficient operation of the PBX VBX Solution;
 - 1.1.2 replacement of all parts and consumables required to sustain the operation of the MTALK Hardware. MWEB will only supply replacement parts provided that the Purchased Hardware is still under warranty;
 - 1.1.3 error checkups on the configuration including software updates and/or patching;
 - 1.1.4 installation, set up and configuration of the replacement MTALK Hardware.
- 1.2 Customer acknowledges and agrees that MWEB reserves the right to appoint third party suppliers to provide the Support Services set out herein to Customer.
- 1.3 For the avoidance of doubt, Customer acknowledges and agrees that MWEB will only provide the Support Services set out herein provided that the Equipment is purchased from MWEB or rented from MWEB.

2. INTERPRETATION

Unless the context clearly indicates the contrary, any term defined in the General Terms and MTALK PBX VBX Product Terms when used herein, shall bear the same meaning as defined in the General Terms and MTALK PBX VBX Product Terms.

- 2.1 Unless the context clearly indicates to the contrary, the following words bear the meanings ascribed thereto:
 - 2.1.1 **Critical Disruption** means a total failure of a component or components of the VoIP Network and/or PBX VBX Solution resulting in a total loss of PBX VBX Solution;
 - 2.1.2 **Emergency Changes** means an urgent, mandatory, critical change that may occur outside the Scheduled Downtime which must be performed in order to: (i) restore accessibility and functionality of the PBX VBX Solution and/or any component thereof; and/or (ii) sustain the Availability of PBX VBX Solution and/or any component thereof;
 - 2.1.3 **Fault(s)** means any outage on VoIP Network, or errors causing degraded performance of any component of the VoIP Network used in the provision of PBX VBX Solution;
 - 2.1.4 **Scheduled Downtime** means a maintenance period scheduled by MWEB for general maintenance operations, enhancements, upgrades or modifications (or of an otherwise scheduled nature) to the VoIP Network which will occur on Sunday mornings between 00h00 and 06h00. MWEB shall use its reasonable endeavours to provide Customer with prior notice of such Scheduled Downtime, which



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MWEB will endeavour to supply at least 24 (twenty four) hours. Should Scheduled Downtime be needed at any other time MWEB shall give Customer at least 48 (forty eight) hours written notice of such Scheduled Downtime;

2.1.5 **Service Disruption** means a partial failure of each or all components of the PBX VBX Solution and with serious degradation of the PBX VBX Solution;

2.1.6 **Service Incident** means a partial failure of the each or all components of the PBX VBX Solution with minor degradation of the PBX VBX Solution;

2.1.7 **Service Query** means the PBX VBX Solution is fully operational and accessible by Customer;

2.1.8 **VoIP Network** means the VoIP network sitting on the core Data Network infrastructure which is used to integrate voice traffic into traditional data network to enable the termination and the making of VoIP calls which includes interconnection of network devices up until the edge of MWEB's network infrastructure. The "edge" of MWEB network infrastructure is defined as the last MWEB managed network device before entry into the PSTN (Public Telephone Switched Network and does not include PBX VBX Solution, MTALK Hardware, network devices or interconnects at the Premises.

3. MTALK PBX VBX PRODUCT SUPPORT SERVICES TERMS

3.1 Upon implementation of the PBX VBX Solution, MWEB will provide with the Support Services limited only to the PBX VBX Solution in accordance with the provision these Support Service Terms.

3.2 MWEB will use its reasonable commercial endeavours to:

3.2.1 ensure the continued operation, functionality and availability of the PBX VBX Solution;

3.3 Customer shall further allow MWEB's support staff or its agents with reasonable access to his/her/its Premises and to the Equipment to perform Support Services required on the MTALK Hardware and/or PBX VBX Solution;

3.4 MWEB will in its sole discretion, and without being under any obligation to do so, maintain and/or upgrade the Software (if any) installed which will include any patches, updates, security updates/patches of whatever nature relating to the Software. Customer herewith authorises MWEB to implement any of the above, as and when it deems fit. **MWEB, WITHOUT LIMITING THE GENERALITY OF THE GENERAL TERMS, EXPRESSLY DISCLAIMS ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL LOSSES OR DAMAGES WHICH ARISE OR MAY ARISE OUT OF SUCH MAINTENANCE, SUPPORT AND/OR UPGRADES OF THE SOFTWARE. CUSTOMER IS THEREFORE ADVISED TO ENSURE THE BACKUP OF ANY OF ITS DATA.**

3.5 MWEB will only support the Software configuration and should Customer load any other software or application into the MTALK Hardware and/or allow any person to load any software and/or application into the MTALK Hardware, Customer will be responsible for the support of such software and/or application.



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3.6 Customer acknowledges that:

3.6.1 MWEB shall make the MWEB CCC available 24 hours 365 days a year to address all queries logged and to ensure that all Support Service request are escalated to MWEB ASC for response and resolution purposes;

3.6.2 MWEB ASC is only available during Business Hours and therefore, no after hours support services will be rendered by MWEB ASC.

3.6.3 Customer shall log all service requests and technical support calls directly with MWEB CCC by:

3.6.3.1 E-mail: premier@mweb.com

3.6.3.2 Telephone **0860 100 158**

3.7 Upon receipt of a log, MWEB shall perform a network diagnosis to determine if the fault logged relates to the :

3.7.1 PBX VBX Solution and/or MTALK Hardware; or

3.7.2 Data Network or Internet Connectivity.

3.8 In the event that the fault logged relates to the PBX VBX Solution, MWEB will:

3.8.1 prioritise the response and resolution of the fault in accordance with the priorities set out in the table below;

3.8.2 determine if the fault logged requires remote support or on-site support.

3.8.3 as first priority, use its reasonable efforts to resolve the fault remotely failing which, MWEB will (depending on the nature and level of priority of the fault logged) dispatch the MWEB Engineer to go on-site to either re-configure the PBX VBX Solution. **CUSTOMER ACKNOWLEDGES THAT ALL ON-SITE SUPPORT SERVICES REQUIRED WILL ONLY BE ATTENDED TO DURING BUSINESS DAYS AND BUSINESS HOURS AND IN ACCORDANCE WITH THE LEVEL OF PRIORITY PLACED ON SUCH LOGGED FAULT. MWEB WILL IN ITS ONW DISCRETION AND AFTER DETERMINATION OF THE NATURE OF THE FAULT, PROVIDE AFTER-HOURS SUPPORT SERVICE OUTSIDE BUSINESS DAYS AND BUSINESS HOURS.**

3.9 In the event that the fault logged relates to the MTALK Hardware MWEB will:

3.9.1 prioritise the response and resolution of the fault in accordance with the priorities set out in the table below;



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3.9.2 determine if the fault logged requires remote hardware support or on-site hardware support.

CUSTOMER ACKNOWLEDGES THAT ALL ON-SITE HARDWARE SUPPORT SERVICES REQUIRED WILL ONLY BE ATTENDED TO DURING BUSINESS DAYS AND BUSINESS HOURS AND IN ACCORDANCE WITH THE LEVEL OF PRIORITY PLACED ON SUCH LOGGED FAULT. MWEB WILL IN ITS OWN DISCRETION AND AFTER DETERMINATION OF THE NATURE OF THE FAULT, PROVIDE AFTER-HOURS SUPPORT SERVICE OUTSIDE BUSINESS DAYS AND BUSINESS HOURS.

3.9.3 use its reasonable efforts to resolve the fault remotely failing which, MWEB will (depending on the nature and priority level of the fault logged) dispatch the MWEB Engineer to go on-site to either repair or replace the Faulty Hardware forming part of the PBX VBX Solution. **CUSTOMER ACKNOWLEDGES THAT MWEB WILL ONLY REPAIR OR REPLACE THE FAULTY HARDWARE IF SUCH FAULTY HARDWARE IS WITHIN THE WARRANTY PERIOD OR IS RENTED FROM MWEB. IN THE EVENT THAT CUSTOMER'S WARRANTY ON THE FAULTY HARDWARE HAS EXPIRED, CUSTOMER ACKNOWLEDGES THAT MWEB WILL ONLY REPAIR OR REPLACE SUCH FAULTY HARDWARE PROVIDED THAT CUSTOMER HAS SIGNED THE MWEB QUOTE FOR SUCH REPAIR WORK OR REPLACEMENT.**

3.10 Customer acknowledges that should MWEB attend on-site and determines that the fault is caused by the Data Network and/or Internet Connectivity, Customer will:

3.10.1 attend to the repair of such Data Network and/or Internet Connectivity and to ensure that it is operational in order for the PBX VBX Solution to operate;

3.10.2 pay MWEB on a time and material basis for all wasted costs incurred by MWEB.

3.11 Customer will be required to provide the MWEB CCC with its company name, customer number, contact person, contact details and a complete description of the problem.

3.12 MWEB will endeavour to respond to any fault logged in accordance with the timeframe set out in the Table Below.

3.13 MWEB will keep Customer informed of the progress of the problem resolution.

4. HARDWARE SUPPORT

4.1 MWEB will use reasonable commercial efforts to replace any Faulty Hardware collected from Customer's premises within:

4.1.1 2 (two) business days (depending on the model of the Equipment), if Customer's premises are situated within 100KM from MWEB Offices in Gauteng province;

4.1.2 5 (five) business days (depending on the model of the Equipment), if Customer's premises are not situated within 100KM from MWEB Offices.



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4.2 In order to ensure availability of the PBX VBX Solution whilst repairing any Faulty Hardware, MWEB will supply loan equipment to Customer which shall be replaced upon delivery of the duly repaired Equipment.

5. MTALK PBX VBX EXCLUSIONS

5.1.1 Customer acknowledge and agrees that Support Services will not include any of the following:

5.1.2 alternation to the Equipment;

5.1.3 repair of any damage to the Equipment caused by *Force Majeure*, fire, water, electrical surges, lighting damage, accidents, neglect, misuse or any other use than that for which the Equipment is designed, failure or electrical power, air conditioning and humidity control;

5.1.4 performance of services concerned with the relocation of Equipment or adding or removing accessories, attachments or other devices;

5.1.5 operator user functions which should be carried out by the Customer in terms of the operator and user manuals;

5.1.6 supply and installation of replacement batteries;

5.1.7 replacement of any cabling external to the PBX VBX Solution, damaged through wear and tear;

5.1.8 any repairs required by Customer caused by misuse or negligent use of the Equipment;

5.1.9 any alternation, attachments, features or specific changes made to the Equipment after signing this agreement which will result in the adjustment of the Support Services charges;

5.1.10 in the event that the warranty on the Purchased Hardware has expired;

5.1.11 in the event that Customer modifies, alters and/or misuses the software and/or tampers with the Software configuration.

5.2 MWEB will not be responsible for the licensing of any software unless such software forms part of the Purchased Hardware and/Rental Hardware or is specified in the Application Form.

5.2.1 CUSTOMER AGREES THAT ANY SOFTWARE, AS CONTEMPLATED ABOVE, WILL BE INSTALLED AND USED BY CUSTOMER AT HIS SOLE RISK AND RESPONSIBILITY. MWEB SHALL NOT BE LIABLE FOR ANY DEFECTS IN SUCH SOFTWARE AND CUSTOMER FURTHERMORE EXPRESSLY DISCLAIMS ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL LOSSES OR DAMAGES WHICH ARISE OR MAY ARISE OUT OF THE USE OF SUCH SOFTWARE.

SUPPORT CATEGORY	DESCRIPTION	RESPONSE TIME (UP TO)	ONSITE SUPPORT	AVAILABILITY OF MWEB ENGINEER



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Critical	<p>Main VBX System is completely unresponsive</p> <p>All Trunk dialing equipment failure (Unable to receive or make Calls) – not including 3rd Party Lines i.e. Telkom.</p> <p>Complete failure of all MWEB supplied networking components (Switches)</p>	<p>2 hours during Business – Hours</p> <p>4 hours after Business Hours</p>	<p>Onsite Free (If required)</p>	<p>24 x 7 x 365</p>
High	<p>3rd Party Line reporting</p> <p>Main VBX unit partly working</p> <p>Trunk equipment partly working</p> <p>PBX attendant console is not responding to operational commands</p>	<p>4 hours during Business Hours</p>	<p>Onsite Free (If required)</p>	<p>08h00-17h00 Business Hours</p>
Medium	<p>User extension issues</p> <p>All other Issues.</p>	<p>8 hours during – Business Hours</p>	<p>Remote Free</p> <p>Onsite charged</p>	<p>08h00-17h00 Business Hours</p>
New Service	<p>Any alterations to existing implementations</p> <p>Cabling related</p>	<p>16 hours during – Business Hours</p>	<p>Remote Free</p> <p>Onsite charged</p>	<p>08h00-17h00 Business Hours</p>



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