



InterCall Video Managed Services (IVMS)



For more information:
800.603.9402
www.intercall.com

IVMS – Equipment Maintenance Solutions

IVMS – Equipment Maintenance Solutions provide video conferencing customers with the assurance that if their equipment fails or needs parts replacement and technical repair, InterCall will be there. These solutions typically cover a contracted term (1 to 3 years) and can be adjusted to meet the customer requirements. Maintenance services have different levels of support for different cost. Customers that look for an enhanced maintenance service should look for and ask about the following:

- + Unlimited Telephone Technical Support
- + On-Site Support with potential next day availability
- + Advance Parts Replacement
- + Escalation Support
- + Around The Clock Service

InterCall has direct relationships with video conferencing equipment manufacturers and solutions integrators in order to assist any customer situation or circumstance. In addition, if a customer is not currently under a maintenance plan, InterCall can still provide maintenance services on a time and materials (T & M) basis. Time and Material services provides a pay-per-use alternative for non-contract customers for telephone support, parts, and/or on-site assistance. These requests will be accommodated on an "as available" basis and cannot be guaranteed within any specific timeframe. T&M charges are based on the actual labor, parts and engineer travel and living expenses per call. T&M rates are non-discountable, and a returned quote estimate and customer signoff is required before any T & M maintenance requests will be supported.

IVMS – Video Operations

EXPECTATIONS FOR ENDPOINT TROUBLE RESOLUTION

IVMS – Video Operations Team is InterCall's 24x7x365 video support and trouble resolution team. They provide our customers with technical support before, during, and after video conferences. Depending on the level of service you have contracted, this team can also provide the abilities to manage video infrastructure, maintain equipment, and resolve issues with on-site equipment support (on a time and materials basis or through a maintenance contract).

The following information is provided to you in order for you, as a customer of InterCall, to determine which support vehicle might be best for you and your company. We will demonstrate at a high level how customers are supported and the escalation paths they follow for two different endpoint troubleshooting experiences, and how they might lead to on-site support.

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AAP/EOE

These are:

- 1 Endpoint troubleshooting in a Time and Materials (non-contracted T & M) support environment, and
- 2 Endpoint troubleshooting and maintenance support in a maintenance contract environment.

It is important to understand the differences between these services, as they can dramatically differ in the timeliness of responses back to you as the end-user of video conferencing services. It is also helpful to understand the high level procedures in place that guide our Video Operations team in assisting customers under these circumstances.

- 1 Endpoint troubleshooting in a Time and Materials (non-contracted T & M) support environment.

InterCall will perform basic endpoint troubleshooting with a customer as long as changes to the customer endpoint are not required. We do not make these changes to a customer's endpoint as we do not want to be liable for any configuration changes that are not in compliance with the customer's environment. These steps might include:

- + Infrastructure ticket opened (internal ticket process)
- + Can the customer dial to the InterCall bridge
- + Can we dial from the bridge to the customer
- + Can we dial from an InterCall codec to the customer
- + Can customer dial from their endpoint to an InterCall endpoint
- + Can customer place a call to anyone else that they normally video conference with
- + Advise the customer to reboot, reset, power off and back on, the endpoint
- + Attempt all dialing steps again
- + Can the customer find their NT1 device
- + Are the network lights green (on the NT1 device)
- + Cycle the power to the NT1 device
- + Unplug and re-plug all network connections and power cable into the NT1 device
- + Can the customer find their IMUX
- + Are the network lights green on the IMUX
- + Unplug and re-plug each network connection to the IMUX
- + Check the wall plugs for the network connection

If the above tests do not resolve the issue, all lights are green; all network indicators are good; we will advise that there may be an issue with the codec.

We will then confirm with the customer whether they have a maintenance provider. At this time, most end users do not know the answer to this question, and will need to do additional research. It is the responsibility of our support staff to do the following.

- + The infrastructure ticket will be closed.
- + An email with ticket number will be sent to customer, in the case that the ticket needs to be reopened.
- + If the customer knows who they go to for maintenance (other than InterCall), then we will ask them to contact their maintenance provider.

If the customer finds out that they have no maintenance contract, then InterCall can assist the customer on a Time and Materials basis. Our Video Operations group will escalate this issue to our T & M maintenance group and advise the customer as to the T & M rates.



Standard T & M rates can be provided by your InterCall salesperson, but if services are required, you will be provided with a quote for approval and signoff. No work will be completed unless approval and signoff is completed and returned to InterCall T & M maintenance group.

Customer then will fall under the time and materials escalation path for equipment issues. Service will be provided after the customer is added to our billing system (if not already done), and services can be provided. Because the customer is not a contracted customer, service will be provided on an as-available basis, and cannot fall under an InterCall service level agreement.

2 Endpoint troubleshooting and maintenance support in a maintenance contract environment.

InterCall will perform basic endpoint troubleshooting with a customer as long as changes to the customer endpoint are not required. We do not make these changes to a customer's endpoint as we do not want to be liable for any configuration changes that are not in compliance with the customer's environment. These steps might include:

- + Infrastructure ticket opened (internal ticket process)
- + Can the customer dial to the InterCall bridge
- + Can we dial from the bridge to the customer
- + Can we dial from an InterCall codec to the customer
- + Can customer dial from their endpoint to an InterCall endpoint
- + Can customer place a call to anyone else that they normally video conference with
- + Advise the customer to reboot, reset, power off and back on, the endpoint
- + Attempt all dialing steps again
- + Can the customer find their NT1 device
- + Are the network lights green (on the NT1 device)
- + Cycle the power to the NT1 device
- + Unplug and re-plug all network connections and power cable into the NT1 device
- + Can the customer find their IMUX
- + Are the network lights green on the IMUX
- + Unplug and re-plug each network connection to the IMUX
- + Check the wall plugs for the network connection

If the above tests do not resolve the issue, all lights are green; all network indicators are good; we will advise that there may be an issue with the codec.

Customer then will fall under the maintenance services agreement escalation path for equipment issues (as contracted for with InterCall). Issue will be immediately escalated to our maintenance helpdesk group and may be associated with maintenance Service Level Assurances (as provided to the customer and dependant on maintenance services provided).

Please be reminded that the above descriptions are a general overview of the services offered and do not constitute a guarantee that any or all of the above will be provided for your particular circumstance.