

## ApptixVoice Professional Services Overview

### Included Set-Up, Installation, and Ongoing Support

The following ApptixVoice Support Services are included as part of the standard Apptix Business Voice service agreement (billed at \$25 per month):

- Assist with Apptix Voice provided VoIP equipment installation and setup, comprising:
  - EdgeMarc routers (see EdgeMarc note below)
  - Polycom phones
  - Cisco ATAs
- Port phone numbers from a current provider when necessary or available
- Set up softphones and Telephony applications (Telephony Toolbar, Reception Console)
- VoIP PBX and other VoIP-related configurations associated with name changes, adding or removing users, Auto Attendants, and Hunt Groups
- Troubleshoot VoIP quality issues pertaining to Apptix equipment or services (softphones excluded)
- Basic EdgeMarc router configuration:
  - Port Mappings
  - DHCP Changes
  - Proxy ARP
  - Traffic Shaping

### Professional Services

In cases where the scope of requested support falls outside the description above, a VoIP Professional Services engineer will be assigned to your Support ticket. Apptix Engineering is billed at a minimum of one hour at a rate of \$195 per hour. Apptix Voice Engineers will not perform any Professional Services without prior authorization (see below). Estimates on the number of hours required for resolution cannot be given due to the inherent nature of troubleshooting.

The following is a partial list of available Professional Services. Additional services may be requested.

- Configuring or troubleshooting a customer's network
- Assistance with Point-to-Point VPNs, PPTP VPNs, VPN clients
- Assistance with VLANs and Managed Switches
- Assistance with non-EdgeMarc routers, or EdgeMarc routers not purchased through Apptix
- Troubleshooting customer PCs for Telephony Toolbar and Reception Console
- Troubleshooting softphones and PC audio issues
- Troubleshooting 3<sup>rd</sup>-party Internet issues (equipment and connection, bandwidth quality)
- Changing extension dial plan for a customer group

**NOTE:** Any Professional Services requests will require authorization by the company administrator via email to [support@apptixvoice.com](mailto:support@apptixvoice.com). ApptixVoice Support will apply the fees directly to the customer account.