Technical Support Policy

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Chapter 1 Definitions

1.1 Products Covered

When we refer to "**System(s)**" in this document, we mean Yeastar-branded hardware and software that is sold as new, which includes P-Series PBX System, S-Series VoIP PBX, Yeastar Cloud PBX, and Yeastar VoIP Gateways designated by Yeastar.

1.2 Scope of Yeastar Technical Service

1.2.1 Service Description

Yeastar offers Technical Support Service (herein after "**Service**") to Yeastar valuable partners, including Distributors and Certified Partners who commercially install/purchase Yeastar System(s). For End Users, Yeastar recommend obtaining support services from Yeastar Certified Partners first for a faster issue resolution. Yeastar also provides *paid support packages* for customers who need Feature Customization, Dedicated Holiday Support, On-site Technical Support, and Video Conferencing.

1.2.2 Service Supply

Yeastar may provide the Service together with Yeastar Distributor and Yeastar Certified Partner. Customers are responsible for obtaining and maintaining any equipment or ancillary services needed to access the Service and all applicable taxes and fees incurred while accessing such Service.

1.2.1 Service Requirements

The Service may dependent upon customer's maintenance of sufficient Internet access, networks, security, and power. By using or purchasing Yeastar Technical Service, customer confirm and understand that the Service may sometimes be unavailable or be interrupted as a result of things over which Yeastar have no control, for example, the weather, power disruptions, availability of bandwidth over the entirety of the Internet, and failures of internet service provider (ISP) or broadband / ADSL connection. Whilst Yeastar and Yeastar Distributor/Reseller will endeavor to ensure that the Service offered is of high quality, neither Yeastar or any of Yeastar Distributor/Reseller or any providers involved in providing the Service, give any guarantee that the Service will be uninterrupted.

1.3 Yeastar Standard Support Hours

- **China Office:** 08:45 AM - 22:00 PM (GMT+8), Monday to Friday
- **USA office:** 9:00 AM - 17:00 PM (GMT-4), Monday to Friday

If the time doesn't match your schedule, please arrange it with Yeastar Tech Supports in advance.

1.4 Standard Support Channels

Yeastar provides several channels for customers to access Yeastar technical support services:

1.4.1 Self-service

Before customers contact Yeastar for supports, it's recommended that they check Yeastar self-learning videos, help documents, and self-troubleshooting guides first. Below are some support materials (links) Yeastar provides:

 a. **Videos:** Product & Service Quick Start Guide, Tech Talk

 b. **Help Documents:**

  ➢ P-Series Appliance Edition

  ➢ P-Series Cloud Edition

  ➢ P-Series Software Edition

  ➢ Yeastar S-Series VoIP PBX

  ➢ Yeastar Cloud PBX (Legacy)

  ➢ Linkus UC Clients

  ➢ Yeastar Central Management (Including Remote Management & P-Series Cloud Hosting)

  ➢ Yeastar VoIP Gateways (Including TA, TE, TG, TB Series)

 c. **Technical Support Knowledge Base:** Technical Support KB & Troubleshoot Guide

1.4.2 Via Ticket System

Yeastar customers can submit tickets in the Yeastar Support Portal or send emails to helpdesk@yeastar.com for technical support. In the ticket system, customers can find available Yeastar Tech Supports through live chat window. The Online Chat service is offered for Yeastar partners only.

1.4.3 Via Phone

For urgent technical support issues, partners can contact Yeastar Tech Supports directly via the following phone numbers. Only English call service is provided so far.

- **China Office:** +86 (592) 550-3309
- **USA Office:** +1 (972) 914-4899

1.4.4 Via Remote Sessions

Remote Sessions will be offered by Yeastar Tech Supports on their own discretion via the Yeastar-supplied Teamviewer. Customer can download the Yeastar-supplied Teamviewer version for Windows here and MAC OSX here.

1.5 Holiday Support Service

Yeastar offers additional technical support during Chinese public holidays and at the appointed time that customer require. To access the service, customer need to make an appointment at least 48 hours in advance. The Holiday Support Service will be charged on hourly basis ($100-150/h).

1.6 Premium Support for Emergency Issues

1.6.1 Support for Software PBX

For customers who have purchased P-Series Software Edition (with 1,000 or more extensions), Yeastar provides support for critical level issues outside of Yeastar standard support hours.

a. **Regular Configuration Issues**. Please follow standard support procedure pursuant to *Session 2.2*.

b. **Critical Level Issues**. There might be problems with OS or PBX software after some inappropriate operations. In consequence, some/all extensions under the PBX are not working, and customers can't make or receive calls. If customer has any emergency level issues outside the Yeastar Standard Support Hours, please contact Yeastar for support via the following methods:

1.6.2 Support for Cloud PBX Hosting Partners

Support Contact

- Call/Skype your Yeastar Account Manager or Yeastar senior support Eric/Wayne immediately, so they can involve engineer to fix the issues ASAP.

  For customers in USA: contact *Wayne* directly by phone number 972-914-4899
  For customers in other countries: contact *Eric* via Skype ID Yeastar Eric Jiang

- If no one answers the call within 5 minutes, please call Yeastar Emergency Number available 24/7/365.

  For customers in USA: 972-623-3537
  For customers in other countries: +86-0592-5503301 (ext. 619)

Yeastar Cloud PBX (YCM-related Yeastar P-Series Cloud Edition or YMP-related Yeastar Cloud PBX) hosting partners have privileged access to prioritized Yeastar technical support.

For urgent PBX issues, customers can contact Yeastar Technical Support with the following methods:

a. **Urgent Instance-level Issues:** One of your cloud PBX instances cannot work properly for your customers (has urgent issues such as call failure), while other PBX instances are working well. In such cases, you have several ways to approach our support in real-time.

b. **Urgent Server-level Issues:** There might be problems with YCM/YMP or SBC after some inappropriate operations. In consequence, some/all PBXs under the YCM/YMP stop working, and your customers can't make or receive calls.

Support Contact

- Skype ID: Yeastar Eric Jiang (contact Yeastar senior support Eric)
- Tel: 86-592-5503301 (China) | 1-972-914-4899 (USA)

Support Time:

- China Office: 9:00am to 22:00 PM (GMT+8)
- USA Support: 9:00am to 17:00 PM (GMT-4)

Note: if you cannot find us by the above methods, please call your Yeastar Account Manager for urgent issues and immediate support.

Support Contact

- Call your Yeastar Account Manager or skype Yeastar senior support Eric (Skype ID: Yeastar Eric Jiang) immediately, so they can involve engineer to fix the issues ASAP.
- If no one answers the call within 5 minutes, please call Yeastar Emergency Number available 24/7/365: 86-592-5503301 (ext. 619)
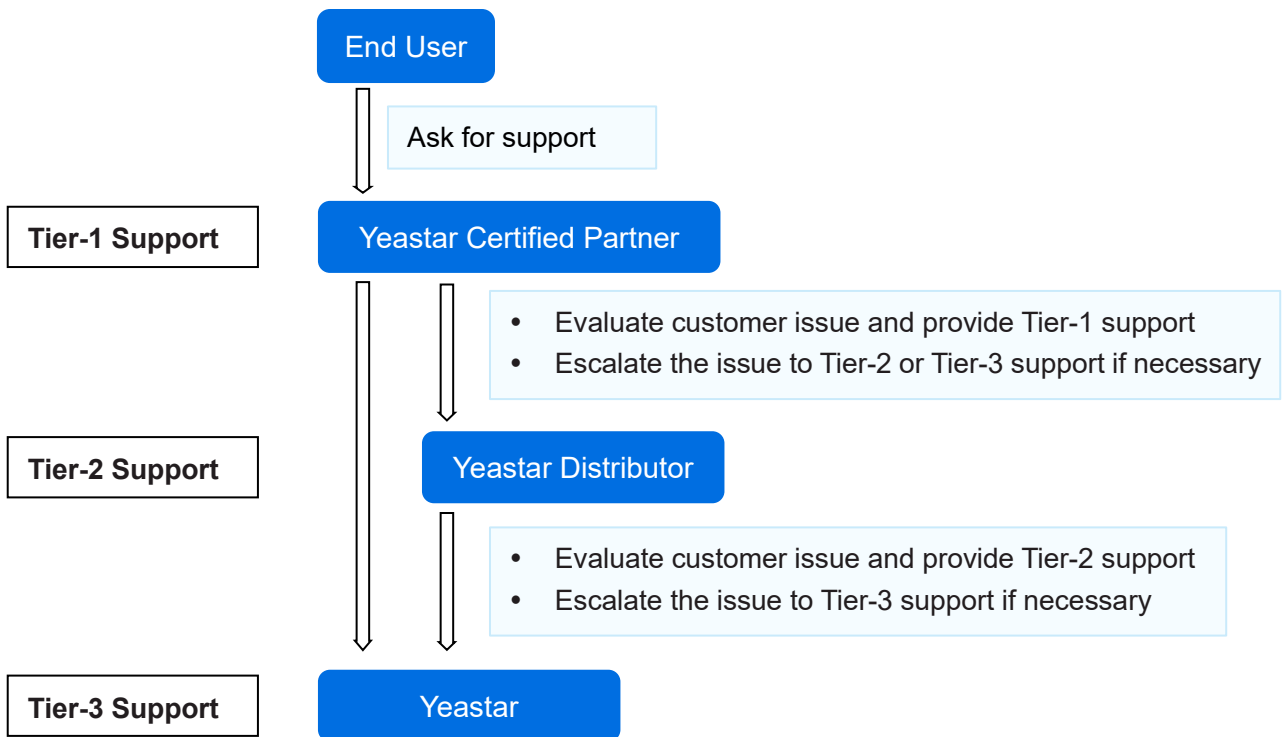
Chapter 2   Technical Service Support Tier

2.1 Three-tiered Support Structure

In order to better serve a business or customer base, Yeastar technical support is subdivided into three Support Tiers and is offered jointly by Yeastar, Yeastar Distributors, and Yeastar Certified Partners.

Support Level	Tier-1 Support	Tier-2 Support	Tier-3 Support
Issues covered	Basic customer issues and simple on-site tech support, including hardware installation, wiring step-up, etc.	Administrative level tech support, including device configuration, technical troubleshooting, etc.	In-depth or critical issues that can't be solved by Yeastar Certified Partner or Yeastar Distributor, which include but no limited to bug fixes, R&D support, etc.
Provider	Yeastar Certified Partner	Yeastar Distributor, Yeastar	Yeastar

Yeastar provides Tier-2 and Tier-3 support to Yeastar Distributor and Yeastar Certified Partner. It's recommended that Yeastar Certified Partner to obtain technical support from their local Distributor(s) first. If the Distributor can't solve the problem, Yeastar will involve in and join together to check directly.

2.2 Recommended Support Procedure

End User

Ask for support

Tier-1 Support

Yeastar Certified Partner

- Evaluate customer issue and provide Tier-1 support
- Escalate the issue to Tier-2 or Tier-3 support if necessary

Tier-2 Support

Yeastar Distributor

- Evaluate customer issue and provide Tier-2 support
- Escalate the issue to Tier-3 support if necessary

Tier-3 Support

Yeastar

2.3 Yeastar Technical Support Response Time

Items ╲ Products		P-Series, S-Series, Cloud PBX Instance, Gateways	YMP, YCM-PCE, P-Series Software Edition*
Support time		5*13	7*24
Phone available		Yes	Yes
Chat available		Yes	Yes
Ticket available		Yes	Yes
First response			
Phone available		5mins	5mins
Chat available		5mins	5mins
Ticket available		14h	14h
Initial Analysis of Issue			
Minor Issue	Phone	6h	6h
	Chat	6h	6h
	Ticket	20h	20h
Major Issue	Phone	3h	3h
	Chat	3h	3h
	Ticket	16h	16h
Critical Issue	Phone	1h	1h
	Chat	1h	1h
	Ticket	14h	14h
Resolution time			
Minor Issue		Next release/ update	Next release/ update
Major Issue		30 Hrs.	30 Hrs.
Critical Issue		5 Hrs.	5 Hrs.

* For P-Series Software Edition, 7*24h support is only available for license with 1,000 or more extensions.

* Regarding the 7*24h support for YMP, YCM-PCE, and P-Series Software Edition (with 1,000 or more extensions), we only support Critical Issue outside of Yeastar standard support hours. If customers need urgent support services outside of Yeastar standard support hours, please follow the guidance pursuant to session *1.6 Premium Support for Emergency Level Issues*.

Chapter 3 Classification of Issues

3.1 Critical Issues

A critical issue is defined as the one that impacts the system productivity heavily and causes severe malfunction like system not booting up or losing the core functions. For example:

    i.   Server activation failed.

    ii.   K2 Server crashed and failed to boot-up; or the Secondary Server do not take over when the Primary Server crashed.

    iii.   Failed to register all extensions; or failed to connect all calls.

    iv.   No voice for all calls.

3.2 Major Issues

A major issue is defined as the one that causes the failure of major functions(s), such as intermittent call failed or registered failed and advanced call feature not working. For example:

    i.   Failed to register some of the extensions; or calls are not connected intermittently.

    ii.   Advanced call features like Call Transfer or Call Forward failed.

    iii.   Cannot login to the Web GUI or not able to configure through Web GUI.

    iv.   PBX is not sending calls to queue agent.

3.3 Minor Issue

Any issues outside the purview of those defined above.

Chapter 4 Root Cause Analysis

The Root Cause Analysis (RCA) would be done only for Critical Issues. The report will be provided in 24 hours after the issue has been resolved.

Dependencies:

    i.   If the issue needs additional debug data for root cause analysis, the RCA will be shared once the data is available. In such cases we might need to enable the debug logs and wait for the issue to recreate.

    ii.   If the issue happens intermittently and cannot be recreated easily, the RCA may spread up to several days until the issue is recreated and logs and data is collected.

Chapter 5 P-Series Software Edition Support

5.1 P-Series Software Edition Support Scope

For P-Series Software Edition, Yeastar Support is provided only for software-related problems, which includes but not limited to firmware upgrade, security patches and bug fixes. Yeastar is not responsible for and will not offer support service for any issues incurred because of the hardware problem. For any hardware issues relevant to your P-Series Software Edition, please refer to the After Service Policy of the correspondent hardware provider. If you use your own Virtualization platform, please make sure the platform functions well to support the normal operation of P-Series Software Edition. It's recommended that Yeastar customers back up their hardware server periodically in case of any server failure.

For P-Series Software Edition with 1,000 or more extensions, customers have privileged to reach Yeastar Technical Support **7*24h** in case of any urgent issues. For emergency support contacts, please refer to session *1.6 Premium Support for Emergency Level Issues*.

5.2 P-Series Software Edition License

5.2.1 Service Description

Customers can activate P-Series Software Edition License online or offline.

➢ If P-Series Software Edition License is activated online, whether it is still online or goes offline, PBX will automatically calculate the valid period. During this period, the service still works until the expiration date comes. Before the expiration date, there are two ways to activate the license:

   i.   When the device keeps offline, turn to Partner Portal and apply the new activation code provided on the PBX device to renew the service.

   ii. If the device is online, PBX will refresh itself after the service has been renewed from Partner Portal.

➢ After offline activation, customers can also turn to online activation. This can be achieved when the device is networked, and customer needs to update and refresh the PBX.

➢ Once the device is offline or activated offline, video conferencing will not work.

5.2.2 Service Subscription Terms

a.   **Service Subscription**: The P-Series Software Edition License is charged on a yearly basis.

b. **Service Fee**: the subscription is available with 2 feature packs: Enterprise Plan and Ultimate Plan. The subscription term is 1 year, and multi-year subscription is also available. For specific price, please contact Yeastar Distributor or Certified Partner.

c. **License Validity**:

➢ Once the license expires, the license will stop serving and PBX will not work. The stopped functions include:

i.   PBX Calling. The ongoing call occurring on the expiration time will not be affected, but afterwards the new calls cannot be made.

ii. PBX Web Management Portal cannot be edited or clicked, except for "Upgrade" on the left menu and [Log out] on the account information page

iii. FQDN will be frozen, and the domain name will be withdrawn after being reserved for 60 days.

iv. Extension will go offline.

➢ **Expiration Reminder**: 30 days and 7 days before license expiration date and on expiration date, an expiration reminder email will be sent to the relevant Yeastar Distributor and Reseller.

➢ As for those PBX devices that have stopped offering services, customers can apply the following methods to recover services:

i.   If the installation environment still works, customers can renew their subscriptions first and continue using with all past configuration information.

ii. If the software has been uninstalled, the PBX configuration data will not be restored after re-subscribing unless the customer has made a backup for this PBX. In this case, besides purchasing a new license, customers need to install the software again.

Chapter 6 Yeastar Cloud PBX Support

6.1 Yeastar Cloud PBX Support Scope

Unless otherwise stated, "Yeastar Cloud PBX" in this chapter refers to either YCM-related Yeastar P-Series Cloud Edition or YMP-related Yeastar Cloud PBX. Both are subscription-based cloud PBX services provided by Yeastar. "YCM" is the short for Yeastar Central Management and "YMP" is the short for Yeastar Management Plane, which are the provided exclusively to Yeastar Distributors or Certified Partners to manage and deliver Yeastar Cloud PBX services.

6.1.1 Turnkey or PAYG (Pay as You Go)

For Yeastar Cloud PBX Turnkey Hosting and PAYG offerings, Yeastar provides both server, application, and instance level support. Yeastar is responsible for all the server deployment & maintenance and provides support on cloud PBX related technical issues, which includes but not limited to firmware upgrade, security patches and bug fixes.

6.1.2 BYOI

For Yeastar Cloud PBX BYOI offering, Yeastar support is only provided for the application and instance level problems, which includes but not limited to firmware upgrade, security patches and bug fixes of service delivery application (YCM or YMP) and cloud PBX instance. Customers are solely responsible for the deployment and maintenance of any servers or data center infrastructure for the self-hosting. To reside Yeastar Cloud PBX in customers' choice of public cloud service platforms or local data center, customers should make sure that the infrastructure strictly follows the Yeastar Cloud PBX server requirement & deployment guide, otherwise the deployment might fail and system malfunctions might occur. It's recommended that Yeastar customers apply failover precautions / high availability solutions in case of any server failure.

6.1.3 Disclaimers

For the avoidance of doubt, Yeastar will not furnish support for **customer-provided equipment and infrastructure** to use with Yeastar Cloud PBX. And all costs or expenses related to fault isolation, diagnosis, hardware replacement and software updates for customer-provided equipment and will be customer's sole responsibility.

6.2 Yeastar Cloud PBX License

6.2.1 Service Description

Upon the payment, Yeastar Distributors and Certified Partners can access YCM (or YMP according to the purchased license) to create and manage Yeastar Cloud PBX instances. The subscription period starts from the time of payment.

6.2.2 Service Subscription Terms

a. **Service Subscription:** Yeastar Cloud PBX is charged on a monthly or yearly basis. For P-Series Cloud Edition specifically, it's available with two feature packs: Enterprise Plan and Ultimate Plan.

b. **Service Fee**: Yeastar Cloud PBX license is provided based on user amount, feature pack, subscription term, etc. For specific price, please contact Yeastar Distributor or Certified Partner.

c. **License Validity**: Once the license expires, the license will stop serving, all cloud PBX instances under the license will go offline and become unavailable, and the license-related functions on the YCM (or YMP according to the purchased license) will also be limited.

   The limited functions on the YCM/YMP include:

   i. Cloud PBX Instance Management. You can only view/search the information of PBX instances that are created during the license validity period. Operations like the add, edit, delete of PBX instances will be disabled.

   ii. Task. The pending cloud-PBX-related tasks on YCM will not be executed and you will not be able to add new tasks.

d. **Expiration Reminder:** 30 days and 7 days before license expiration date and on expiration date, an expiration reminder email will be sent to the relevant Yeastar Distributor and Reseller. For P-Series Cloud Edition offering specially, an expiration reminder will be prompted on the top of YCM.

   Note: while Yeastar provides license expiration reminders, customers should actively follow up the license expiration date and renew their license before the expiration date to keep using Yeastar Cloud PBX services. Yeastar is not responsible for any customer loss or service downtime caused by late renewal.

6.3 Special Tech Support for Hosting Partners

Yeastar Cloud PBX hosting partners have privileged access to prioritized Yeastar technical support. Yeastar support procedure for hosting partners is as below.

6.3.1 Instance Level Tech Support

a. **Regular Technical Issues.** You may encounter some technical questions, have new feature requests, or your trial PBX for customers is not working in some aspects. These issues are surely important but do not require real-time support.

> **Support Contact**
>
> Email: helpdesk@yeastar.com
> Note: please loop in your Yeastar Account Manager while you emailing your request.

b. **Important & Urgent PBX Issues.** One of your cloud PBX instances cannot work properly for your customers (has urgent issues such as call failure), while other PBX instances are working well. In such cases, you have several ways to approach our support in real-time.

> **Support Contact**
>
> - Skype ID: Yeastar Eric Jiang (contact Yeastar senior support Eric)
> - Tel: 86-592-5503301 (China) | 1-972-914-4899 (USA)
>
> **Support Time:**
>
> - China Office: 9:00am to 22:00 PM (GMT+8)
> - USA Support: 9:00am to 17:00 PM (GMT-4)
>
> Note: if you cannot find us by the above methods, please call your Yeastar Account Manager for urgent issues and immediate support.

6.3.2 Urgent Server Level Tech Support

There might be problems with YCM/YMP or SBC after some inappropriate operations. In consequence, some/all PBXs under the YCM/YMP stop working, and your customers can't make or receive calls.

> **Support Contact**
>
> - Call your Yeastar Account Manager or skype Yeastar senior support Eric (Skype ID: Yeastar Eric Jiang) immediately, so they can involve engineer to fix the issues ASAP.
>
> - If no one answers the call within 5 minutes, please call Yeastar Emergency Number available 24/7/365: 86-592-5503301 (ext. 619)

If you have any questions or concerns,
please contact your Yeastar Account Manager.

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