

Phone Support Service (PSS)

Quintum Technologies Phone Support Service provides advanced product replacement and/or repair services and toll free telephone¹ support 24 hours per day, 7 days a week for Quintum Technologies products. Phone Support Service will benefit those customers who have sufficient in-house resources to perform their own product replacements and maintain their network. This service is available for all Quintum products.

Product Availability

- ◆ Tenor Analog units (AS Series, and AX Series).
- ◆ Tenor Digital units (DX Series, BX Series, Gatekeepers & Call Relays).
- ◆ Tenor Call Relay SP
- ◆ CMS 240 and CMS 960

Phone Support Service benefits

- ◆ Advance Replacement Mail In Repair and Exchange Service.
- ◆ Simplified RMA (Return Materials Authorization) procedure.
- ◆ Repair and replacements products are returned at the latest revision level.
- ◆ Toll free¹ technical Telephone Support 7x24 with a one-hour telephone response time.
- ◆ One time annual fee.

Quintum Technologies will provide the following:

- ◆ One (1) hour telephone response time.
- ◆ Trouble ticket number and tracking.
- ◆ Remote diagnostics (some customer interaction may be required).
- ◆ Replacement unit determination².
- ◆ RMA assignment and shipping.
- ◆ Follow-up telephone call to guide customer on replacing unit.
- ◆ Diagnostic testing on replaced unit.
- ◆ Ticket closure.

Hours of Operation:

Advance replacement provides next business day parts replacement delivery within 24 hours (in the U.S., only) for product replacement determinations² made prior to 3:00pm (EST) the previous day. Replacement requests made after 3:00pm are delivered within 48 hours (in the U.S. only). Telephone assistance is available 24 hours per day, 7 days a week including weekends and holidays with a one (1) hour telephone response time. For product replacement outside the U.S., additional shipping time may be required due to in-country Customs requirements.

Service Availability & Delivery

Quintum Technologies Phone Support Service capabilities, parts replacement response and deliverables may vary depending on individual countries or locations.

Service Fees

A Quintum Technology Service quotation will be generated by a Quintum Technologies representative or an authorized channel partner. On all product exchanges, customer pays "freight in" and Quintum pays "freight out". Products not returned from customers will be invoiced if returned product is not received within 20 business days of replacement ship date.

Service Exclusions:

The following services are excluded from the Phone Support Service:*

1. Coordination of services to outside vendors such as telecommunications companies and verification issues with Network Facility providers.
2. Determination of compatibility levels or interface issues with non-Quintum Technologies equipment.
3. Design, preparation and maintenance of infrastructure wiring.
4. Moves, adds, changes, deletions and upgrades of Quintum Technologies equipment.
5. Any on-site visits or remote access for the purpose of equipment installation.

¹Toll free telephone number not available internationally.

² Replacement product will be shipped based on Quintum Technologies Customer Service discretion during diagnostic phase.