



TERMS OF SERVICE

TECHNICAL SUPPORT AND TRAINING

Introduction

Comm-Core, LLC will reasonably assist customer with technical support and training of VoIP equipment. Additional charges may apply.

Applicability

The term of technical support and training is inclusive of unlimited online webinars, remote support, group conference calls, published materials, and Comm-Core help desk. Technical support and training does not include on-site services unless referenced in the Service Order.

On-Site Support

On-Site training and technical support if included as separate line item within the list of Services on your Service Order will include but not limited to assistance with both installation of VoIP products and ensure functionality and connectivity of VoIP solution to point of Internet Service Provider supplied equipment. Training will include operator panel training, administrator training, end user portal training, and end user handset functionality review as outlined as part of this Agreement. Comm-Core requires access to all routers and switches within the network to ensure proper configuration and quality of service during the installation process.

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- 1 -