

TRBOnet Service Level Agreement Support Policy

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1 Preface

Neocom Software, as a provider of TRBOnet Solutions, is committed to providing our customers with the best world-class support to make the most of your software experience.

We continue to make enhancements and improvements to our customer support programs to ensure that we provide the levels of support our customer's demand. Learn more below about the range of options that are available to our customers.

1.1 About this Document

This document is intended for all TRBOnet customers to outline the policy used by our Engineering Support department to prioritize requests for support. This document describes the different levels of support, regional support team contacts, and a glossary of terms.

1.2 Supported Languages

The TRBOnet Team offers first level technical support during normal business hours in following languages:

Region	Supported Languages
APAC	English
EMEA	English
Latin America	English, Spanish
North America	English

1.3 Business Hours

Region	Business hours
APAC	10:00 -02:00 UTC +3
EMEA	09:00-18:00 UTC
Latin America	09:00-18:00 UTC -4
North America	09:00-18:00 UTC -6

2 Customer Service

Any questions related to product features, new release availability, licenses and price quotes should be sent to our sales department (info@trbonet.com) and not directed to our Technical Customer Support team.

3 Technical Support

TRBOnet provides technical support services to registered customers who have purchased and own a supported product.

Customers who are considering purchasing a product will be supported if they need help to install a demo version. As this pre-sales support is free, assistance will be prioritized accordingly and will be based on availability of our support engineers.

We suggest using Quick Support for the fastest possible resolution of the problem. A detailed guide on how to use this tool can be downloaded here: https://cdn.trbonet.com/download/docs/TRBOnet_Quick_Support.pdf

3.1 Support Levels

Feature	Basic Support	Premium Support
Knowledge base	✓	✓
Email support	✓	✓
Remote support ¹	✓	✓
Phone support ²	✗	✓
On-site support ³	✗	✓
Remote trainings	✗	✓
Configuration backups ⁴	✗	✓
System health check every 14 days ⁵	✗	✓
Advice on TRBOnet optimization	✗	✓

¹ Remote support may be denied if you are unable to provide high quality Internet connection, or otherwise cannot provide the required access level.

² You will have the telephone number of a support engineer.

³ On-site visits are not included in the license price. All expenses have to be covered by the receiving party.

⁴ The most recent stable radio system configuration files and codeplugs will be stored locally in order to quickly restore a system to its last known working configuration.

⁵ Regular radio system health reports will be provided and the system reliability will be closely monitored.

3.2 Severity Levels

A severity level indicates the relative impact of an issue on a customer's system or business process. TRBOnet Support uses the following definitions of severity levels to determine the response times.

Level	Description	Response Time (business days)	
		Basic Support	Premium Support
Severity 1 (Urgent)	A mission critical system is inoperative.	3	1
Severity 2 (High)	Major functionality is severely impaired and the customer is unable to use more than one software module. Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.	3	2
Severity 3 (Normal)	Non-critical loss of the software functionality. A user is able to use the software but still faces some non-critical issues from time to time.	6	3
Severity 4 (Low)	Any minor issues or general usage questions. * Requests for information about software usage. * Enhancement requests or recommendation for future product improvements. * Missing or incorrect documentation. * Minor problems that do not impact operating process.	12	6

IMPORTANT: Support engineers may reduce the severity of the ticket with your concurrence if the original severity does not match the official definition.

3.3 Basic Support

Customers having a TRBOnet license with a valid support subscription can raise support tickets.

3.3.1 Hours of Operation

Basic Support is provided 5 days per week (Monday to Friday) during business hours (see section [1.3, Business Hours](#)).

3.3.2 Request Rejection Reasons

Your support ticket may be rejected for the following reasons:

- Your support subscription has expired.
- Your radio system configuration does not comply with the MOTOTRBO™ System Planner requirements.

3.3.3 Creating Support Requests

Customers should request support in the following order:

1. Dealer (reseller or distributor)
2. Motorola Support (for TRBOnet PLUS licenses)
3. TRBOnet Support

Requests to TRBOnet Support must be sent to the following email address: support@trbonet.com. All requests are automatically logged in our ticket tracking system.

- Provide a clear and detailed description with as much information as possible:
 - What exactly happened and when
 - The full version number of TRBOnet Server (e.g. 5.5.0.4141)
 - The type of your radio network (IPSC, Capacity Plus, etc.) and its configuration (a direct IP connection, control stations, etc.)
 - Radio network-specific information (number of sites, number of repeaters, topology, etc.)
 - Log files (TRBOnet Server, TRBOnet Console, Windows and System/Event)
 - The actions that preceded the issue
 - Actual codeplugs of your control stations, repeaters, and radios
 - Screenshots (if applicable)
 - The exact steps to reproduce (if you are able to reproduce the issue)
 - The steps you have taken to fix the issue
- Submit only one support issue (a single, discrete problem) per request.

3.4 Premium Support

A 24/7 remote access to the radio system is required to provide Premium Support.

3.4.1 Hours of Operation

Premium Support is provided 5 days per week (Monday to Friday) during business hours (see section [1.3, Business Hours](#)).