

StarLeaf Global Support



Global Support Program 2020

Providing comprehensive peace of mind
for deployments of all sizes



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StarLeaf Global Support

The complexity of video communication solutions can vary from the basic delivery of a single product, to creating and managing a world-wide deployment strategy with specific installation requirements and support SLAs.

In response to the needs of our channel partners and end users, the StarLeaf Global Support program provides comprehensive peace of mind for deployments of all sizes.

Global Support Programs

StarLeaf offers a range of support programs for its customers.

Basic Support

This is a self service support mechanism for users of our free service. There are various online resources available for these users.

Business Support

With our Business Support program, Level 1 and Level 2 is provided to customers by their channel partner. The StarLeaf technical support team provides Level 3 support to the channel partner during the working week to ensure that issues which the channel partner cannot resolve are dealt with efficiently.

Enterprise Support

This is similar to our Business Support and is available to StarLeaf Enterprise customers. Support issues raised by channel partners representing Enterprise customers are handled in a priority manner by a team of senior engineers.

Direct Support

Organizations that want to provide Level 1 and Level 2 support internally through their own IT department, with support for the IT department provided directly by StarLeaf. This is particularly useful for global organizations that want consistent, world-wide support delivered directly by StarLeaf under a single agreement.

Organizations who require a quicker response time than is possible by utilizing channel partner based support.

Direct Support 24/7

This is similar to direct support but also offers coverage on a 24/7 basis in particular over weekends.

Direct Support and Direct Support 24/7 are optional extras. Please contact your StarLeaf representative for pricing information.

Features of the Support Programs

All StarLeaf support customers benefit from:



Details of the support programs:

	Basic	Business	Enterprise	Direct	Direct 24/7
Live support from	Online Only	Partner	Partner	StarLeaf	StarLeaf
Level 1 & Level 2 hours	NA	Partner	Partner	24/5	24/7
Level 3 hours	NA	24/5	24/5	24/5	24/7
Initial Response Time in hours	Severity 1	4	1	1	1
	Severity 2	6	2	2	2
	Severity 3	24	6	4	4
	Severity 4	48	8	8	8
RMA Request	NA	Partner	Partner	Direct	Direct
Ticket queue priority	4th	3rd	2nd	1st	1st
Training for IT	NA	None	None	Included	Included

*Management Platform includes centralized management, room and user provisioning, room and user administration, directory management, call detail records, availability management.

Feature Definitions

Incident management

StarLeaf will categorize each support request by severity level, provide tracking information, and will use commercially reasonable efforts to keep the customer regularly updated on progress where applicable.

Root cause analysis

Customers may request a Root Cause Analysis ("RCA") report for any Severity 1 or Severity 2 support case reported in the past thirty (30) days. StarLeaf undertakes to provide an RCA report within ten (10) working days of a request, which will aim to provide an understanding as to the root cause of the problem, as well as suggestions for avoiding re-occurrences.

Management platform

All StarLeaf customers benefit from access to the StarLeaf Portal which allows access to their StarLeaf services and equipment settings and configurations for self-service.

Escalation support

All customers have access to an escalation matrix based on their support level and the severity of their support case.

Level 3 support

Direct Support and Direct Support 24/7 customers receive direct access to StarLeaf support agents for assistance in resolving qualifying issues by phone, email, or video. Standard Support customers are assisted by their StarLeaf channel partner, who will have access to StarLeaf support agents where required.

StarLeaf Level 3 support hours

StarLeaf support agents are available by phone, email, or video during these times for assistance in resolving qualifying issues.

Initial response time

The time between StarLeaf receiving a support request and a StarLeaf support agent's first response to this request. Severity levels are outlined in detail below in the section "Severity levels". StarLeaf will use commercially reasonable efforts to respond to each support case within the applicable response time described in the table.

RMA requests

Product returns must first be approved by StarLeaf through the issuance of a Return Material Authorization ("RMA") reference. The StarLeaf RMA process is outlined in detail below in the section "StarLeaf RMA Process".

Priority support queueing system

Issues received by StarLeaf from customers or from channel partners will be placed on the relevant ticket queue. These queues are serviced in order 1 - 4, so tickets in queue 1 are dealt with first.

Training for end user Level 1/Level 2 support staff

Training is available for the support team of Direct Support and Direct Support 24/7 customers who provide their Level 1 / Level 2 support internally. This ensures that end user support teams are able to succeed in delivering internal support and sets out the process for escalation.



Support Case Conditions



General

StarLeaf Support is provided in accordance with this description. StarLeaf will use commercially reasonable efforts to promptly respond to and resolve each issue that is the subject of a support case. Actual resolution time will depend on the nature of the issue and the resolution. A resolution may consist of a fix, workaround, or other solution in the reasonable determination of StarLeaf.



End User Designated Contacts

“End User Designated Contacts” are individuals identified by the customer as the primary end user contacts responsible for liaising with StarLeaf for technical support. Unless otherwise notified, individuals with StarLeaf Portal administrator access will automatically be treated as End User Designated Contacts. The end user should notify StarLeaf whenever End User Designated Contact responsibilities are transferred to another individual.

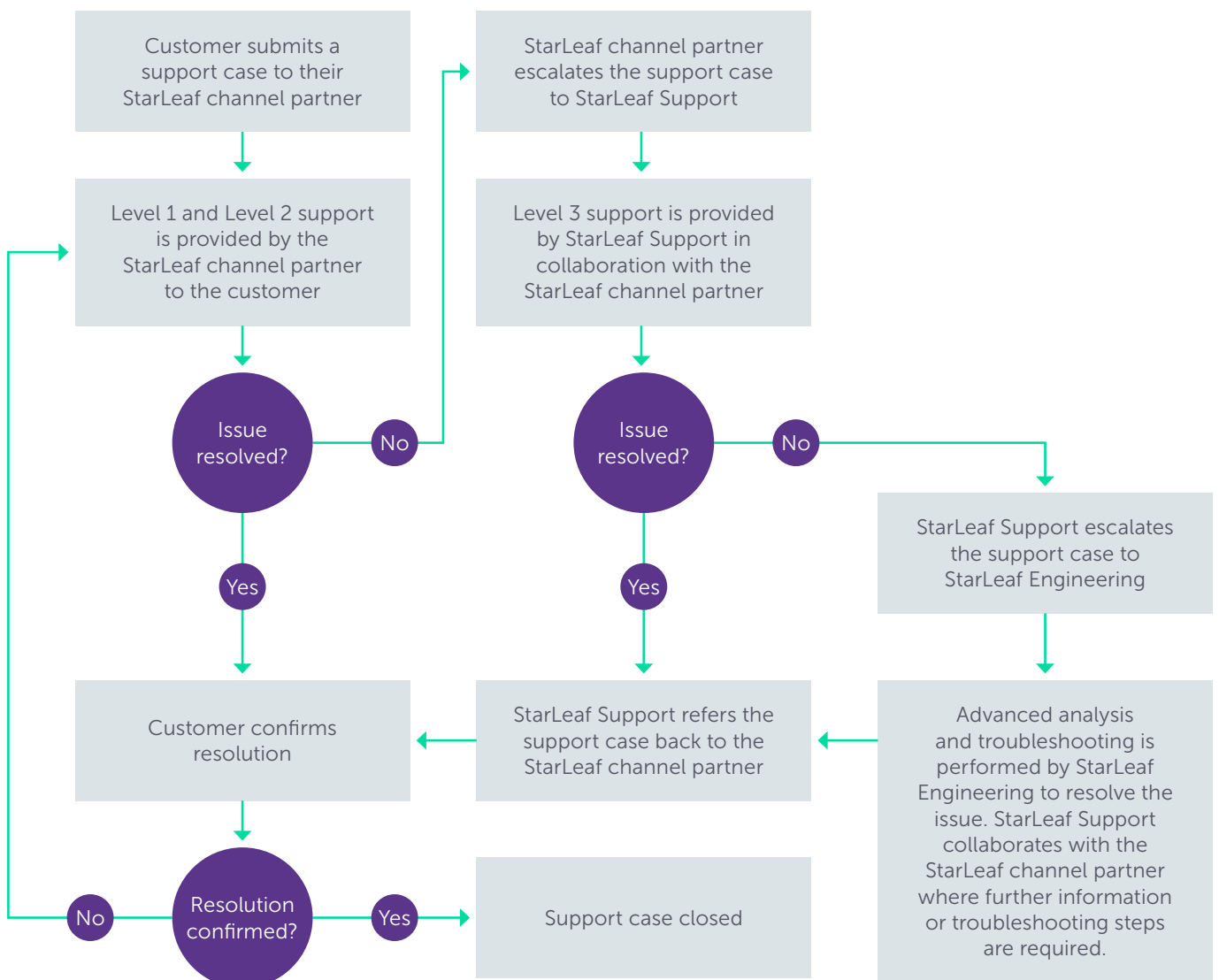
End User Designated Contacts are responsible for:

1. Overseeing a customer’s support case activity
2. Developing and deploying troubleshooting processes within an end user’s organization
3. Resolving password reset, username, and lockout issues
4. Helping provide access to StarLeaf systems for which debugging is required in order to resolve an issue.

The end user shall ensure that End User Designated Contacts have a basic understanding of any issue that is the subject of a support case, and the ability to reproduce the issue in order to assist StarLeaf in diagnosing and resolving it.

Submitting a Support Case via your StarLeaf Channel Partner – The Process

If technical support is provided to the end user by their StarLeaf channel partner, the end user should contact their channel partner directly to submit a support case. Support cases requiring Level 3 support will be escalated to StarLeaf Support by the StarLeaf channel partner. StarLeaf Support will then collaborate with the channel partner and, where required, with End User Designated Contacts to resolve the issue. If required, StarLeaf Support will escalate the support case internally to the StarLeaf engineering team, who will collaborate with StarLeaf Support to resolve the issue. This process is illustrated in the diagram below.





Submitting a Support Case to StarLeaf Support



How to submit a support case

For customers who have purchased Direct Support and Direct Support 24/7, Level 3 support cases may be submitted by End User Designated Contacts to StarLeaf Support in any of the following ways:

1. From the StarLeaf website, by navigating to <https://support.StarLeaf.com/contactsupport> and then providing the requested information. Direct Support and Direct Support 24/7 Support cases will be priority-routed.
2. By telephone or video call to StarLeaf Support using the contact details below. The initial StarLeaf response time is calculated on the assumption that Severity Level 1 and Level 2 issues are reported by the customer by telephone or video call.

Contact details

United States: +1-408-689-0448

United Kingdom: +44 1923 695003

Video: support@starleaf.com

3. If the above services are unavailable, the customer should email the details of the support case to the email address provided by your account manager.

When a support case is submitted, the submitter will be asked to provide their company name, contact information, and a description of the issue. Each support case will be assigned a unique support case number for tracking.

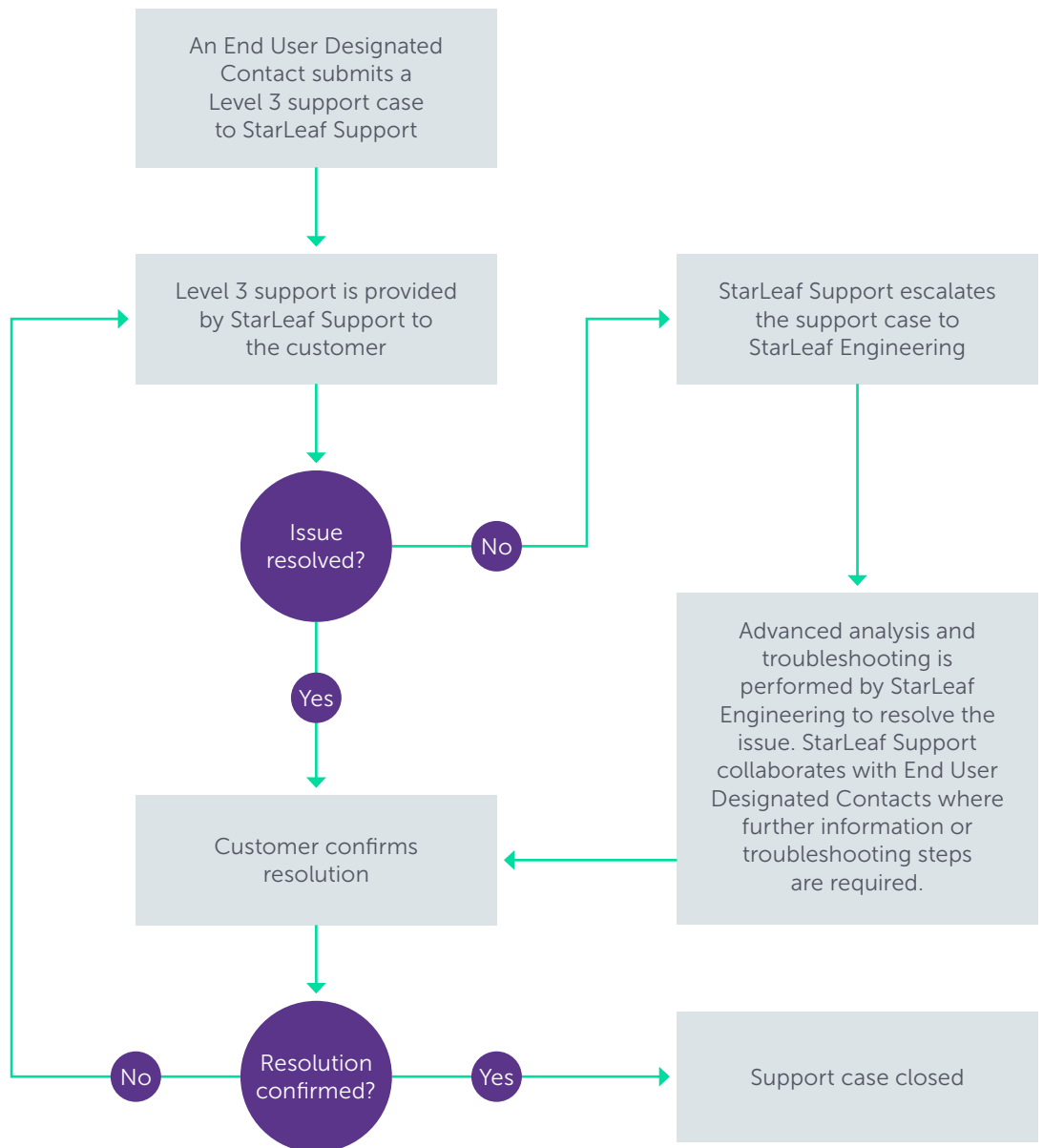


After a support case has been submitted

After a support case has been submitted, StarLeaf Support will collaborate with End User Designated Contacts to resolve the issue. If required, StarLeaf Support will escalate the support case internally to the StarLeaf engineering team, who will collaborate with StarLeaf Support to resolve the issue.

This process is illustrated in the diagram on page 9.

After Submitting a Support Case to StarLeaf Support



Support Case Conditions

Severity levels

Support cases will be categorized and handled according to a severity level assigned by StarLeaf.

Severity Level	Definition	StarLeaf Support Response
1	Deployment-wide issues preventing service delivery and interrupting business.	Immediate. Issue worked on to resolution or acceptable workaround. Issue automatically escalated to next management level.
2	Severe issues preventing service delivery or issues impacting major functionality.	Immediate. Issue worked on to resolution or acceptable workaround.
3	Issues where a temporary workaround is possible so that service delivery can continue.	Immediate if possible, or managed if further investigation is required.
4	Issues impacting minor functionality or information requests.	Immediate if possible, or managed if further investigation is required.

Cooperation

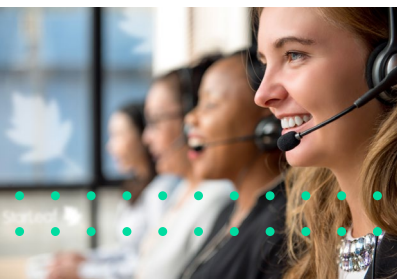
StarLeaf must be able to reproduce issues in order to resolve them. The customer agrees to provide an appropriate onsite contact to work closely with StarLeaf to reproduce issues, including conducting diagnostic or troubleshooting activities as requested and appropriate.

Support Case Conditions

Escalation matrix

Failure to progress a support case to the customer’s satisfaction can be escalated to the next management level within StarLeaf.

Current Level	Escalate to	Escalation Address
First Level Support Engineer	Third Level Support Engineer	support@StarLeaf.com
Third Level Support Engineer	Team Lead for Support Operations	support@StarLeaf.com
Team Lead for Support Operations	Director of Global Support	support-escalations@StarLeaf.com



When escalating to the Director of Global Support, the customer will be contacted to review and implement a revised written plan of resolution (if required) while Engineering continues to try to resolve the issue.



StarLeaf RMA Process

Product returns must first be approved by StarLeaf through the issuance of a Return Material Authorization (“RMA”) reference. Customers may request RMA references by contacting their StarLeaf channel partner. For customers who have purchased Direct Support and Direct Support 24/7, RMA references may also be requested by contacting StarLeaf Support directly. StarLeaf will provide an RMA reference within one (1) business day of receiving an approved request.

StarLeaf will dispatch a replacement unit within one (1) business day of the issue of an RMA reference if:

- the product is covered by a valid StarLeaf warranty contract, or
- the product is defective on arrival or becomes defective within the first thirty (30) days from the delivery date of the product.

A defective product which has been replaced in this way must be returned to StarLeaf, at one of the addresses below, within ten (10) business days of receiving the replacement product. Failure to do so might result in StarLeaf charging the full list price for the replacement product.

The replacement unit might be refurbished, or substituted with similar products at the option of StarLeaf. StarLeaf cannot guarantee new replacement units will be shipped against RMAs.

StarLeaf will be responsible for the cost of shipping replacement units from StarLeaf to the customer. StarLeaf will also cover the shipping cost associated with returning units which were defective upon arrival.

For a product not covered by a valid StarLeaf warranty contract that becomes defective between thirty (30) days and twelve (12) months from the delivery date of the product, a replacement unit will be sent to the customer within thirty (30) days of receipt of the product being returned under RMA.



StarLeaf RMA Process

Each product being returned should include (inside the packaging):

- RMA reference
- Customer name
- Customer address
- Customer email contact
- Product name
- Product serial number
- Ship to address

Each package should also:

- Include the RMA reference on outside of each box
- Reuse original packaging wherever possible
- Ensure corners of all fragile parts are protected by cushioned packaging

Defective products should be returned, as applicable, to one of the addresses provided in this document:

Americas: StarLeaf, Chatham Distribution & Fulfillment Center, Inc.,
DBA Cannon Hill Logistics, 502 Highland Street, Frederick, MD 21701 USA |
Tel: +1 800-822-4747

Asia Pacific & ANZ: StarLeaf (Asia Pacific) Limited Unit 905, 9/F, HSH Mongkok
Plaza No 794-802 Nathan Road, Kowloon Hong Kong | Tel: +852 21782030

Europe and Middle East: StarLeaf Ltd Unit 1 Millfield House, Croxley Park, Watford,
WD18 8YX United Kingdom | Tel: +44 (0) 330 440 1847

Brazil: StarLeaf Brasil Serviços De Tecnologia Ltda 3º andar, Alameda Campinas
977 SP 01404-001 Brazil Tel: 55 (11) 3051-7578



Support Level Definitions



1

Level 1 Support

Initial determination of issue and basic troubleshooting. Examples include:

- Assisting with scheduling meetings and interpreting call detail records
- Moving, adding or changing configurations available via the StarLeaf Portal
- Resolving instances of the StarLeaf app not using the expected camera/speakers/headphones/microphone on a PC or Mac
- Assisting users to find relevant documentation on StarLeaf Knowledge Center e.g. audio or echo issues in meeting rooms
- Helping users understand StarLeaf platform functionality
- Remotely assisting with video meeting room installations and helping end users and channel partners optimize their audio and video experience



2

Level 2 Support

Technical analysis and advanced troubleshooting. Examples include:

- Diagnosing network issues
- Reproducing issues and investigating causes
- Working with users to reproduce and understand technical incidents
- Troubleshooting hardware and software
- Gathering appropriate logs for 3rd line escalation where required
- Assisting with setup of 3rd-party H.323 endpoints and gatekeepers with StarLeaf platform



3

Level 3 Support

Highest level of support escalation, involving technical diagnosis from the StarLeaf Support team. Examples include:

- Conducting comprehensive root analysis fault finding and log sequence analysis
- Investigating features not working as intended
- Authorizing RMA requests
- Assisting with issues provisioning endpoints on the StarLeaf Portal
- Working with the development team on bugs, feature requests, and technical questions
- Troubleshooting infrastructure incidents
- Ensuring that support cases relating to the same underlying problem are correlated and escalated to Product Management and/or Engineering

General Definitions

StarLeaf Services

All or any of the following:

- StarLeaf Hardware Connection Services
- H.323 Connection Services
- StarLeaf Software Services
- StarLeaf Conferencing/Meeting Services
- StarLeaf Encore Recording Services
- StarLeaf live streaming

StarLeaf Portal

The web portal provided by StarLeaf through which StarLeaf global network may be configured and accessed by channel partners and end users.

Channel Partner

A customer of a StarLeaf Group Company which is a distributor, reseller, or service provider who purchases StarLeaf products and/or services for resale.

End User

The ultimate end customer (legal or natural person) who is using the StarLeaf products and/or services.

RMA

Return Merchandise Authorization, which is the formal approval to return a product during the warranty period.

Business Day

Any day other than Saturday, Sunday, or a national holiday in the country where the products were ordered.

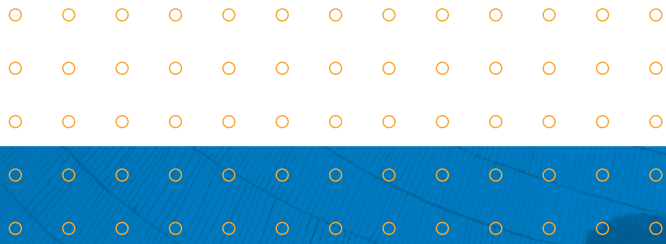


Online Support Resources

Our technical documentation for end users and administrators explains how to install and use StarLeaf products: <https://support.starleaf.com>

StarLeaf service SLA, Privacy notice, Terms of Use, EULA, Statement of GDPR compliance: <https://support.starleaf.com/legal-information/>

StarLeaf how to videos: <https://www.youtube.com/user/StarLeafCo>



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