

Customer Service Policy

Support for your voice network investment

Citel's world class customer service provides security and peace of mind. Our product support services include:

Standard Warranty

Extended Warranty

Out of Warranty

Installation

For technical support, please contact Citel's support team:

Phone: +1 877 248 3587

Email: support@citel.com

Fax: +1 617 454 6101

Overview

One of the most important investments your enterprise has made is in a quality voice platform, supported by Citel's Portico™ Telephone VoIP Adapter (TVA™) or EXTender™ and PBXgateway™ products. Citel products are manufactured to the highest quality standards to ensure long-term use and productivity for your enterprise. To augment our high manufacturing standards, Citel offers comprehensive customer service to end users, whether the product was purchased through a partner, agent, distributor, service provider, or Citel direct.

Citel offers service under standard warranty, extended warranty, and out of warranty service, as well as installation services.

Standard Warranty Service

All Citel products include a one-year limited warranty. For 12 months after purchase, Citel warrants all proprietary software and hardware to be free of defects. Should any issues arise during this time, service includes the following:

- Advance replacement of any failed Citel Portico TVA, EXTender, and PBXgateway equipment. Diagnosis and RMA (Return Materials Authorization) process must be completed by 12pm EST for shipment on the current business day. Diagnosis and RMA process occurring after 12pm EST will ship the following business day.
- Five days per week, 12 hours per day telephone and online support, 8am - 8pm, Eastern Time (excluding Citel Holidays).
- No charge access to electronic support and documentation.
- No charge remote diagnostics services, including corrective action recommendations to resolve problems.
- No charge software upgrades and patches from citel.com.
- Access to the same engineer or support technician throughout the service cycle of an open ticket, if available.

Extended Warranty Service

A Citel Extended Warranty is a smart business decision. Purchasing your Extended Warranty during the Standard Warranty period offers substantial discounts versus purchasing after the Standard Warranty period has expired. In addition, Citel may require certification of equipment if an Extended Warranty is purchased outside the initial purchase. Additional terms and conditions may apply when purchasing Extended Warranty if any previous warranty has expired.

Extended Warranties are available in one year increments, up to a total of five years from the initial date of purchase, and include the same benefits as our Standard Warranty.

Out of Warranty Service

If your Portico TVA, EXTender, or PBXgateway product requires technical support or repair, your number one priority is to quickly return it to working service. Your dealer or reseller may be able to help, or you can contact Citel directly.

Phone support is available on an hourly-rate basis (payment pre-authorization required) from 8am-8pm Eastern Time. In many cases, your Technical Support Representative can remotely diagnose and correct the issue.

If it is determined the equipment requires factory repair, Citel will issue an RMA and can generally complete repairs within 14 business days. Refurbished and new replacement units are also available for purchase.

Installation Services

To meet your need for timely, professional installation, Citel offer guaranteed on-site installation by a Citel Certified technician. These services provide placement, assembly, connection, configuration, and connectivity testing of the entire Citel product line.

Warranty and Extended Warranty Terms and Conditions

This outline of Citel's Warranty and Extended Warranty service is subject to Citel standard terms and conditions and may change without notice. Note: Only Citel equipment in good working order and under existing Standard Warranty may have Extended Warranty service added. Units not covered under Standard Warranty may be granted Extended Warranty service at the discretion of Citel, with additional conditions stated below.

1. PAYMENT

Subject to the payment of all fees by you ("Customer"), Citel will provide the services specified in the Agreement (the "Services"). Customer shall pay the fees within 30 days of receipt of Citel's invoice. The terms of this Agreement (the "Initial Term") shall be for a minimum period of twelve (12) months, and a maximum of forty-eight (48) months.

2. PROPRIETARY RIGHTS

Citel retains all right, title, and interest in and to any software, tools, techniques, and other materials used in connection with providing the Services. Customer hereby assigns to Citel all right, title, and interest in any work product created as part of the Services.

3. CONFIDENTIAL INFORMATION

Each party agrees that all code, inventions, know-how and ideas, and all other business, technical, and financial information it obtains from the other party, but not including work product that is assigned to Citel in Section 2, is the confidential information ("Confidential Information") of the disclosing party. Except with the consent of the disclosing party, the receiving party shall not disclose any Confidential Information of the disclosing party. This obligation shall not apply to information that the receiving party can document: (i) is generally available to the public other than through breach of this nondisclosure obligation; (ii) is rightfully disclosed to the receiving party by a third party; (iii) is independently developed by the receiving party without use of any Confidential Information of the disclosing party; or, (iv) is required to be disclosed by law or order of a government agency.

4. TERMINATION

The Agreement can be terminated by either party, if the other party breaches a material obligation and fails to cure such breach within thirty days of written notification.

5. WARRANTY AND DISCLAIMER

Citel warrants to Customer, and only to Customer, that all Services provided under the Agreement shall be performed in a professional and workmanlike manner. THE PARTIES ACKNOWLEDGE THAT THIS IS AN AGREEMENT FOR SERVICES AND NOT FOR THE SUPPLY OF GOODS.

EXCEPT FOR THE FOREGOING, CITEL MAKES NO OTHER WARRANTIES OR REPRESENTATIONS AS TO THE SERVICES RENDERED, AND HEREBY DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. CITEL FURTHER DISCLAIMS ANY WARRANTY THAT THE SERVICES WILL SUCCEED IN RESOLVING ANY PROBLEM, OR THAT ANY WORK PRODUCT OF THE SERVICES WILL BE FREE FROM PROGRAM ERRORS.

6. LIMITATION OF LIABILITY

NOTWITHSTANDING ANYTHING ELSE IN THIS AGREEMENT OR OTHERWISE, AND EXCEPT FOR BODILY INJURY, Citel SHALL NOT BE LIABLE WITH RESPECT TO THE SUBJECT MATTER OF THIS AGREEMENT OR UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY, OR OTHER LEGAL OR EQUITABLE THEORY: (I) FOR ANY AMOUNTS IN EXCESS OF THE AGGREGATE OF THE FEES PAID TO CITEL HEREUNDER WITH RESPECT TO THE APPLICABLE SERVICES; (II) FOR ANY COST OF PROCUREMENT OF SUBSTITUTE GOODS, TECHNOLOGY, SERVICES OR RIGHTS; OR (III) FOR INTERRUPTION OF USE OR LOSS OR CORRUPTION OF DATA.

NEITHER PARTY SHALL BE LIABLE OR OBLIGATED WITH RESPECT TO THE SUBJECT MATTER OF THIS AGREEMENT OR UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OR LOST PROFITS.

7. GOVERNING LAW

This Agreement shall be governed by the laws of the State of Washington without regard to conflicts of law provisions, and Licensee consents to the exclusive jurisdiction of the state and federal courts sitting in the State of Washington.

8. ENTIRE AGREEMENT

This Agreement constitutes the complete and exclusive agreement between Citel and Customer with respect to the subject matter hereof and supersedes all prior oral or written understandings, communications or agreements not specifically incorporated herein. This Agreement may not be modified except in a writing duly signed by an authorized representative of Citel and Customer.

9. FORCE MAJEURE

Except for either's payment obligation, neither party shall be responsible for any failure to perform due to unforeseen circumstances or to causes beyond its control, including but not limited to Acts of God, war, riot, embargoes, acts of civil or military authorities, fires, floods, accidents, earthquakes, strikes, or shortages of hardware assemblies, components and supplies, transportation, facilities, fuel, energy, labor or materials.

10. SUPPORT LIAISONS

Technical Support may be obtained by a Customer's Support Liaisons. A "Support Liaison" is defined as a person whom the customer has designated as a point-of-contact for Citel Technical Support personnel. All customer inquiries and case communications must come through these named individuals. The customer may designate two employees to serve as their Support Liaisons. Customers may change their Support Liaisons two times per year, if necessary, so long as they provide written notice to Citel Technical Support of such change.

During the course of troubleshooting and researching issues, Citel Technical Support personnel may make recommendations that require administrative privileges on the Customer's voice or data networks or that assume that the designated liaison has a security level and understanding that allows them to fully manipulate the customer's network environment.

It is required that customers only designate Support Liaisons who have the requisite knowledge of Citel's products, training, or prior experience, and authorization as System Administrators.

11. REQUIREMENTS FOR WARRANTY

Extended Warranties shall be provided for units only in good working order. The Customer shall provide proof that the unit is in good working order by methods prescribed by Citel Technical Support personnel, which may include but not be limited to on-site inspection or access to the unit via various networking methodologies by Citel Technical Support personnel or their designee, and/or providing system diagnostic output files from the unit to Citel Technical Support for analysis and subsequent determination by Citel of whether the unit is in good working order.

12. ADDITIONAL LIMITATIONS ON WARRANTY EQUIPMENT

Citel products that are outside of the Standard Warranty period, but validated as being in good working order by Citel, may qualify for the addition of Extended Warranty service, based on the following additional conditions:

The unit shall not have been in service for more than 4 years.

The term of the extension shall not cover the unit for a time exceeding five years from the time the unit was placed in service.

The unit shall not be eligible for Advance Replacement services for a period of 30 (thirty) days after activation of the Extended Warranty.

Additional fees for units that have been out of warranty shall be assessed that will be based on the number of months the unit has been out of warranty.

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About Technologies, Inc.

Citel enables SMEs, large enterprises, and service providers to realize the cost and productivity benefits of IP telephony while at the same time leveraging their existing PBX infrastructure. Businesses with single or distributed locations and PBX vendors can now deploy next-generation IP applications and services at their own pace, with little business disruption. Service providers can deploy Hosted IP telephony services quickly, without having to "rip and replace" existing enterprise PBX handsets and LAN wiring. Citel has development offices in Concord (Canada) and England (UK). For More Information, visit www.citel.com

Citel. The VoIP Migration Company™

Corporate Headquarters

221 Commerce Drive
Amherst, New York
14228 USA

Phone: +1 206 957 6270
Fax: +1 206 957 6275

England Headquarters

Loughborough Innovation
Center
Epinal Way, Loughborough
Le11 3EH United Kingdom

Phone: +1 877 248 3587

Canadian Headquarters

151 North Rivermede Rd.
Concord, Ontario
L4K 0C4 Canada

Phone: +1 416 644 5527
Fax: +1 416 644 5528

For More Information

Contact Citel Directly

sales@citel.com
+1877 248 3587
citel.com