SecureLogix®
We see your voice®

Customer Support Handbook

Technical Support Offerings

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Customer Care Services

1-877-SLC-4HELP (U.S.)

00-800-7524-4350 (Int'l)

Email: support@securelogix.com

Web: *support.securelogix.com*

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About SecureLogix® Technical Support

The job of SecureLogix Technical Support is to help our customers (and SecureLogix personnel acting on behalf of our customers) address operational problems with SecureLogix® products. We can be contacted via telephone or the Internet (web or email) between 7:00 a.m. and 5:00 p.m. (Central) Monday through Friday, excluding SecureLogix observed holidays published in this document. For service affecting support requirements, our after-hours call center will escalate your request to an on-call Technical Support Engineer.

For self-help, the SecureLogix Knowledge Base is available on the Internet 24/7. The Knowledge Base contains release notes, technical bulletins, and other material that can answer many questions about product operation.

Technical Support also handles all Return Material Authorization (RMA) requests for SecureLogix products. See "RMA Process" on page 9 for more information about RMAs.

Contact/Resource Information

- Toll-free support line: **1-877-SLC-4HELP** (1-877-752-4435)
- Toll-free international support line: **00-800-7524-4350**
- Web (self-help): https://support.securelogix.com
- Web (support requests): https://support.securelogix.com/support-request.htm
- Email: support@securelogix.com

Tell Us How We're Doing

We welcome and encourage you to let us know how we're doing. Occasionally, we may send you a brief email survey after closing a support incident. We appreciate your taking the time to complete and return the survey so that we can continue to improve our support system.

At any time, you can visit https://support.securelogix.com/survey/supportsurvey.htm and rate us on our level of service. All surveys go directly to the management of SecureLogix Technical Support for review and follow-up.

Management Contacts

Our commitment is to strive to exceed your expectations each time you contact SecureLogix Technical Support. Whether you have compliments or complaints, we welcome your feedback. You can contact Ted Broa, our Technical Support Manager, at tbroa@securelogix.com or 210-546-1115.

Your Eligibility for Support

Self-Help

SecureLogix customers have lifetime access to the SecureLogix Knowledge Base (https://support.securelogix.com), which contains information to help you operate SecureLogix products. You do not need to register, and no login is required to access the Knowledge Base.

One-On-One Support

When you contact SecureLogix to request support, we verify your eligibility to receive one-on-one support for your product installation. You become eligible via your Customer Care Agreement (defined below).

- **Customer Care Agreement**: You purchased/renewed a Customer Care Agreement from SecureLogix for your hardware and/or software product. This agreement provides unlimited technical support for a specified period of time (and may extend your hardware warranty and/or make you eligible for software revisions). Refer to your agreement for details.

If we determine that you are not eligible to receive one-on-one support when you call, we will connect you with your sales representative to discuss support options.

Reinstatement of Lapsed Customer Care Contract

If your SecureLogix Customer Care contract expires, you will no longer be entitled to access to technical support, software support, or extended warranty coverage. To renew coverage after allowing it to lapse; you must pay a reinstatement fee equal to the price of the lapsed period of support.

Customer Care Services

The Customer Care Services package includes:

- **Software Maintenance**: Provides access to software updates and new versions of software released during the service period

- **Unlimited Access to Technical Support**: Both telephone and Internet access with priority response during standard support business hours during the service period.

Additional available Customer Care Services:

Extension of Hardware Warranty: In addition to Customer Care contracts, extended hardware warranty coverage can also be purchased after the first year.

How We Handle Support Incidents

SecureLogix gives equal priority to telephone, web, and email support requests. Our goal is to acknowledge your initial request quickly; however, under high volume, we commit to acknowledge your initial request within four business hours.

When we receive your request, we record and track your incident in an automated ticketing system, including a record of each contact. As part of our internal processes, we keep your account manager and sales engineer up-to-date with current activity on your incident.

Telephone

Expect a warm and professional greeting when you call our toll-free number. Our representative will state his or her name, request your name and company information, and confirm your eligibility for one-on-one support. We attempt to answer the phone "live," but you may be asked to leave a message if our representatives are taking care of other customers.

When you call, you can expect courteous and professional behavior from our Support team, and we appreciate the same from our customers.

Web and Email

We respond to support requests from a link on our web site https://support.securelogix.com/support-request.htm or directly from email (support@securelogix.com) as quickly as we do via the telephone. If you use email, please provide your name, company name, email address, telephone number, product model and/or serial number, and a description of the problem.

Highlights

- Equal priority to **Telephone**, **Web**, and **Email** requests.
- Rapid acknowledgement of support requests
- Ongoing communication with your sales representative and sales engineer.
- Follow up within five days of incident resolution.

Frequently Asked Questions (FAQ)

Q. What does the SecureLogix Standard Product Warranty provide?

    A. The SecureLogix Standard Product Warranty is a limited warranty that includes:

- Products (software and hardware), under normal use and service, will substantially perform all of the functions described in the specifications for the Products for a period of one (1) year from date of delivery of the Products.

- SecureLogix hardware warranty for parts and labor with 3rd business-day shipping for a period of one (1) year from date of delivery.

- Unlimited access to the SecureLogix Knowledge Base at: https://support.securelogix.com/knowledgebase.htm

    Important: SecureLogix products must be installed by or under the supervision of SecureLogix Certified Installer to ensure the "normal use and service" requirement of product warranty.

Q. What does the SecureLogix Customer Care Program provide?

    A. Our Customer Care Program provides access to software updates and new versions of software released during the service period and unlimited access to technical support along with priority response during standard business hours throughout the service period.

Q. What does the Customer Care program offer that's not covered by the SecureLogix Standard Product Warranty?

    A. The SecureLogix Customer Care Program significantly extends and enhances our standard product warranty beyond the initial warranty period by providing:

- Access to SecureLogix software updates and new versions of software released during the period of the Customer Care service.

- Unlimited access to our technical support team.

- Priority response to technical support calls.

- Priority handling and overnight shipping of warranted hardware.

Q. Do you have any additional support offerings available?

    A. SecureLogix offers Assisted Operate services to provide you with direct access to SecureLogix Services personnel to remotely perform tasks such as:

- Moves, adds, and changes
- Policy design and implementation
- Custom Report creation
- Dial Plan/Directory updates
- System maintenance

Q. Does SecureLogix offer an extended hardware warranty program?

    A. Yes, extended hardware warranties are available for purchase at year two (2) and beyond. They provide hardware replacement coverage for your covered SecureLogix hardware and overnight shipping of warranted hardware.

Q. How will purchasing a SecureLogix Customer Care contract benefit my company?

    A. By covering your SecureLogix products with a Customer Care contract, you will:

- Enhance the value your company receives using SecureLogix products.
- Reduce cost of ownership by leveraging SecureLogix expertise and knowledge.
- Expedite time-to-repair.

Q. What if I only want the software maintenance and upgrades and don't need technical support?

    A. SecureLogix Customer Care contracts are offered as a bundled service.

Q. What do I do if my Customer Care contract has been expired for some time?

    A. If your SecureLogix Customer Care contract expires, you will no longer be entitled to access to technical support, software support, or extended warranty coverage. To renew coverage after allowing it to lapse; you must pay a reinstatement fee equal to the price of the lapsed period of support.

Q. I think my hardware has failed. What do I do?

A. Follow the RMA process outlined in the "RMA Process" section on page 9 of this document.

Q. Am I responsible for paying the return shipping charges on RMA parts?

A. No, as defined in the Master Products Service agreement, Paragraph 6:

"Following SecureLogix's verification of a hardware problem, a Return Material Authorization ("RMA") number will be issued to Customer. The RMA will authorize Customer to receive an exchange unit on a freight prepaid basis. Customer shall return the malfunctioning Product(s) (or a component thereof) to SecureLogix by second business day delivery, freight prepaid by SecureLogix…."

Q. What happens if the RMA part is not returned to SecureLogix?

A. As stated in the Master Products Service Agreement paragraph 6, you will be charged for the hardware:

"… and [Customer] shall be responsible for payment to SecureLogix of the published price of any units not returned within five (5) business days following receipt of the exchange unit by Customer."

Q. What if I experience a service-affecting outage outside of your standard hours?

A. If you have a service-affecting outage outside of our normal hours, you can communicate this to our Call Center Advisor. He or she will escalate your requirement to our on-call Technical Support Engineer, who will return your call within 1 hour.

Q. I am an international customer. How will your standard hours impact my support?

A. Our live, 12-hour window overlaps many operational hours for our international customers. However, if you have a service-affecting outage outside of our normal hours, you can communicate this to our Call Center Advisor. He or she will escalate your issue to our on-call Technical Support Engineer, who will return your call within 1 hour.

Warranty and Extended Coverage

SecureLogix offers a Standard Product Warranty and a variety of bundled Customer Care contracts to suit your needs.

Standard Product Warranty

Included with SecureLogix® Solution purchase:

- Unlimited access to the SecureLogix online Knowledge Base.

- Warranty of hardware products, including software contained therein:
    - One (1) year from date of delivery.
    - Hardware failures will be replaced via third business-day shipping within the continental United States (international shipments are limited to local restrictions) when reported by 2:00 p.m. (Central).
    - Does not include technical support or maintenance releases.

- Warranty of software-only products:
    - One (1) year from date of delivery.
    - Does not include technical support or maintenance releases.

Annual Customer Care (Fee-Based)

Provides the following benefits:

First year
- Application software maintenance and upgrades during the period of the agreement.

- Priority response from and unlimited access to Technical Support
7:00 a.m. to 5:00 p.m. (Central) via telephone, web, and email.

Second and each subsequent year
- Hardware warranty can be extended for the period of the agreement.

- Application software maintenance and upgrades during the period of the agreement.

- Priority response from and unlimited access to technical support:
7:00 a.m. to 5:00 p.m. (Central) via telephone, web, and email.

RMA Process

When you suspect a SecureLogix equipment failure, please adhere to the following guidelines for Return Material Authorizations (RMAs):

1. Call Technical Support at 1-877-752-4435 (00-800-7524-4350 for international customers) during our normal business hours Monday–Friday 7:00 a.m. to 5:00 p.m. (Central), excluding holidays published on page 10 of this document. If SecureLogix Technical Support determines that you have a defective unit, an RMA will be generated. A replacement unit will ship freight prepaid, with overnight delivery available for Extended Warranty customers. A tracking number will also be sent via email.

   Note: SecureLogix cannot accept equipment returned without an RMA.
   Any unit delivered to SecureLogix without an RMA will be refused and returned to the customer.

2. Once the RMA unit is received, notify Technical Support that the defective unit has been replaced.

3. Place the defective unit in the SecureLogix shipping box and use the prepaid label for return to SecureLogix.

4. International customers will need to contact Technical Support for return shipping details. After the RMA has been issued, ship the defective unit to the following address:

   SecureLogix Corporation

   RMA #:_____

   13750 San Pedro, Suite B20

   San Antonio, Texas 78232

   (210) 402-9669

RMA requests received before 2:00 p.m. (Central) will be processed for shipping the day of the request. All RMA requests received after 2:00 p.m. (Central) will be processed for shipping the following business day.

SecureLogix-Observed Holidays 2024

New Year's Day   **Monday, January 1, 2024**

Martin Luther King Day   **Monday, January 15, 2024**

President's Day   **Monday, February 19, 2024**

Memorial Day   **Monday, May 27, 2024**

Independence Day   **Thursday, July 4, 2024**

Labor Day   **Monday, September 2, 2024**

Columbus Day   **Monday, October 14, 2024**

Veterans' Day   **Monday, November 11, 2024**

Thanksgiving Day   **Thursday, November 28, 2024**

Day after Thanksgiving   **Friday, November 29, 2024**

Christmas Holiday   **Tuesday, December 24, 2024**

Christmas Holiday   **Wednesday, December 25, 2024**

New Year's Holiday   **Tuesday, December 31, 2024**