

EMERGENCY SUPPORT AGREEMENT

- FOR DCC PRODUCT ONLY -

ELIGIBILITY

The program applies only to DCC Solutions that have been purchased by the Dealer from PCI. It is a per site service. To receive Emergency Support Services for DCC for a specific site, the Dealer must:

- **Have a valid PYESA (one year, one site enlists to Emergency Support) for the site**
- **Accept the charge for one PYESC (One Emergency Support Call).** The cost of the PYESC will be provided with the PYESA.
- **Be current in the payment of all fees and charges** due related to DCC Polty's Software Maintenance Agreement (SMA)
- **Be current in payment of Emergency Support Services fees and charges** related to DCC (PYESA and PYESC)
- Accepted and **installed the DCC revisions most recently provided** by Polty's
- **Registered into the Polty's licensing website** when product is licensed

EMERGENCY SUPPORT SERVICES

Support Services for DCC under SMA	7:00 AM to 5:00 PM (EST)	Monday-Friday, including holidays if the holidays are on Monday -Friday.
EMERGENCY Support Services for DCC (additional cost)	5:00 PM to 7:00 AM (EST) plus Weekends and Holidays	Emergency support

Polty's support will respond to Dealer within 60 (sixty) minutes from receiving an EMERGENCY Alarm Notice.

Emergency support is granted only when the full DCC system is down.

SERVICES NOT COVERED BY EMERGENCY SUPPORT SERVICES

Polty's does **NOT** provide the Dealer with the following services:

- Changing the PBX/phone system configuration
- Changing the Nurse Call System configuration
- Making network configuration changes such as port forwarding, etc.
- Support on a new system installation. This is available at an additional charge and must be scheduled in advance with Polty's sales/support team

- Configuration change support on an existing system. This is available at an additional charge and must be scheduled in advance with Polty's sales/support team

REQUIREMENTS FOR PROMPT SYSTEM REVIVAL AND ESCALATION

Dealer must:

- **Provide Polty's with** the needed information to identify the issue, such as error diagnostic messages, diagnostic memory dumps, operator console logs, data file dumps, application program listings, and a written explanation of the problem
- **Back up the system on a regular basis and** the DCC SQL Database. This DCC SQL Database backup file must be readily available along with a recent screenshot of the DCC Supervisor Settings -> Connection tab
- **Change or check the System** during normal working hours 7:00 AM (EST) to 5:00 PM (EST):
 - **Schedule with Polty's Technical Support** department any of the following tasks:
 - **Nurse Call System/ Fire Alarm System/ Fire Panels** upgrade/ replace/ configuration
 - **PBX** upgrade/ replace/ configuration
 - **DCC Server** upgrade/ replace/ configuration
 - **Check if CTI license is activated** in PBX
 - **Check the firewall** to make sure the PBX is accessible from the DCC Server machine; also check that the CTI port is accessible (Default port: 33333)
 - **Check if DCC Server was restarted** after making changes in the PBX
 - **Check the remote connection** to make sure that the credentials are valid. The following remote connection tools are recommended:
 - **TeamViewer** with admin access, or
 - **RDP over VPN** with admin access, or
 - **LogMeIn** with admin access
- **Provide Polty's Technical Support with the Windows credentials** during the remote connection

EMERGENCY SUPPORT PROCEDURE

- Emergency Support Services for the purchased DCC product are available **upon request**.
- A **request for Emergency support shall be done via email** according to procedure received when PYESA is purchased.
- The support ticket life cycle **depends on the complexity of the reported issue**.