

3CX-Cloud Support Levels



IMPORTANT NOTE: This document does not detail Standard or Advance Hardware Replacement but instead outlines the service levels for the platform itself.

WHAT DO I GET?

3CX Cloud Per Extension = Advanced Support

3CX Cloud Per Instance = Standard Support (unless recurring payments are in place to upgrade to Advanced Support)

3CX Platform as a Service (PaaS) = Basic ONLY

WHAT ARE THE SERVICE LEVEL DETAILS?

3CX PaaS Basic Support

Basic support is only available on 3CX Platform as a Service (PaaS). Spitfire is responsible for providing a suitable hosted virtual machine or dedicated server with 3CX installed. The 3CX server will be installed using the then current version of 3CX and an admin username and password passed to the Customer. Thereafter Spitfire Support is limited to ensuring that the 3CX application and VM are operational and Spitfire SIP Trunks are registered and operational. Should the customer alter the 3CX application in any way, Spitfire's support will be limited to reinstating the application to default settings, i.e. a new virtual machine/operating system with the then current version of 3CX. A backup and restore of the 3CX application configuration will not be undertaken by Spitfire.

3CX Cloud Standard Support

Applies to service-affecting issues believed to be due to the 3CX product of platform (FLT% - *Target Resolution Time available within our Service Level Agreement (SLA)*).

Spitfire is responsible for providing a suitable hosted virtual machine or dedicated server(s) with 3CX installed. Spitfire will ensure that:

- Spitfire SIP Trunks are registered and operational.
- Inbound and outbound calls can be made to a test extension.
- The 3CX software is patched appropriately.
- The 3CX software is upgraded to the latest major release in a timely manner as determined by Spitfire's upgrade policy.
- The 3CX instance is backed up for system restore purposes.

Customers with Standard Support will administer the system themselves. Spitfire will not be able to assist with remote programming work.

3CX Cloud Advanced Support

Applies to service-affecting issues believed to be due to the 3CX product or platform (FLT %). Includes all of the above features listed for *Standard Support*. Spitfire also to assist with:

- Reported issues with call routing or call flow.
- Assist with troubleshooting reported handset provisioning issues.
- Reported issues with "Out-of-the-Box" features of the current version of 3CX (*not including the Call Flow Designer or Custom APIs*).

Customers with Advanced Support qualify for remote programming assistance by Spitfire Support. This work is chargeable at our standard programming rate of £25.00+VAT per 15 minutes.

ADMIN ACCESS IMPLICATIONS

Administrator Levels and Detail (v18+):

- Extensions Management: Users with rights to only make changes on other extensions.
- System Admin: Delegation of administrator rights where the user can make *most* changes.
- Elevated: The main PBX administrator. Access to all PBX settings.

If a Customer has "System Management" admin access or "Elevated" admin access, Spitfire reserves the right to restore a previously backed-up configuration, rather than repair a Customer configuration error.