Elproma Technical Support Policy

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Elproma Elektronika Sp. z o.o.
Duńska 2A
05-152 Czosnów
Poland

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1   How to contact Elproma Technical Support

The Elproma Technical Support team is dedicated to providing knowledgeable and timely responses to your service requests. Online and e-mail support are available to all customers as part of our commitment to ensure your success using Elproma products and solutions.

To access the Elproma Technical Support online or email, follow the link and address in Table 1.

Contacting Elproma Technical Support	
Products	RB800, RB900, RB900-Pro modem series RB900SG modem RBMTX-Lite router NTS-pico3 time server NTS-x000 time servers RB VND modem RB Industrial RT modem
Online (preferred)	https://support.elpromaelectronics.com
E-mail	support@elpromaelectronics.com

Table 1. Contacting Elproma Technical Support

1.1   E-mail

To contact support by email, the following information is required for our system to properly generate a case:

1. Company Name
2. Contact Name
3. **Contact address (e-mail and shipping)**
4. Product model (from label)
5. **IMEI number (from label)**
6. **Detailed description of the one problem per email/ticket**

Once the all required information will be received, the SLA response time begins.

1.2   Creating an account

Elproma Technical Support account provides you access to our Community, Customer Support Portal and other online resources.

1.3   Elproma technical support languages

Support is provided remotely and does not include on-site assistance. Support is provided by case comments and updates in Technical Support System online. Our primary support languages are **English and Polish** though we will make best effort to support customers in other languages upon request.

2   Support packages & Service Level Agreements (SLAs)

2.1   Support packages

Elproma offers three customer support packages – Standard, Premium and Gold – to provide the right level of support to fit your organization's specific needs. Information about the support packages can be found in the sections below. Please contact the Elproma Technical Support Team for any additional questions about these packages.

2.2   Standard Support

- This is for organizations that only require support during business days. As part of this support level, customers receive 8/5 support (Polish time zone),

- Free of charge,

- Support requests must be submitted through web ticket zone, or by email to support@elpromaelectronics.com

- Response time is in our best effort; our team is committed to suggest a final solution within 72h (3 business days) business hours,

- We use the rule of max 3 replies on one ticket per day,

- 2 tickets per day.

2.3   Premium Support

- This is for organizations that require 8/5 support for priority 1 cases,

- priority for answer in 1 business day,

- Support requests must be submitted through the client zone or by email to support@elpromaelectronics.com

- We use various remote collaboration tools for a quicker resolution of your issues (Microsoft Teams, TeamViewer),

- No ticket "ping-pong" - if the issue is not resolved by the third reply, we will try calling the submitter for additional information,

- Max 5 tickets per day, max 80 per month.

Contact us via support@elpromaelectronics.com for details

2.4   Gold Support – individual suport plans

This is for organizations that require the same 24/7 support provided by the Premium support offering. The package offers additional value-based benefits as defined below:

- Enhanced SLA response times,

- Technical Account Manager,

- Access to Senior Technical Support Engineers for faster resolution,

- Annual Operations Health check.

Contact us via support@elpromaelectronics.com for details.

2.5   Business days and hours

Business days are defined as Monday through Friday and by the location of the Elproma primary support office and it is 8:30 a.m. – 4:30 p.m. CET.

2.6   Case closure

Elproma Technical Support is committed to resolving all technical support inquiries in a timely and satisfactory manner. Due to the communicative nature of the troubleshooting process, it is necessary for the technical support engineer and the customer to participate in the process. When a support engineer cannot successfully reach a customer via online system after three (3) attempts over a minimum of seven (7) business days or the customer has not notified of an out of office situation the case will be closed. Customers can contact Elproma Technical Support within ten business days and have the case re-opened.

2.7   Re-opening a closed case

If the same issue occurs within ten (10) business days, the case can be re-open by referencing the original case number. In these instances, the case will be assigned to the same representative or escalated if required.

Normal case closure occurs when:

- The customer reports the issue is resolved and the case can be closed,
- Customer reports they no longer have the problem and agrees to close the case,
- An acceptable workaround has been provided.

Every issue is tracked from the time you contact us until we mutually agree that the issue has been resolved. Based on the priority of an issue, Elproma Technical Support escalates customer cases through our organization to ensure your business-critical issues receive a quick resolution.

2.8   Product updates

Product updates are included with all our support packages during the term of the maintenance contract for all Elproma product licenses and covered by maintenance.

Subscribe our newsletter to receive information about product firmware updates. Elproma newsletter is available here: https://newsletter.elpromaelectronics.com

3   Scope of support

The Elproma Technical support agreement is limited to investigating Elproma product behavior to determine any of the following:

- Answer questions related to product features, options and limitations,
- Isolate, document and find workarounds for reported hardware and software defects,
- Work with the engineering team to provide product fixes,
- Supply customers with general advice and best practices information regarding Elproma products.

Activities such as, but not limited to, assistance with setup and configuration or customization of Elproma products and integration are also not covered under this agreement. Some of these activities may be possible with a paid Professional Services engagement.