



SAMPLE

EXHIBITB3- ESCALATION PROCESS



intertalksystems.com



1-833-55-ITALK



sales@intertalksystems.com

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NOTE: Due to InterTalk's policy of developing continual improvements to our products, we reserve the right to alter specifications without notice.

FAULT CLASSIFICATIONS / ESCALATION

To effectively assess the nature of the support request, InterTalk has created a fault classification system to help differentiate requests of a critical nature to the operation of the system, to requests that require non-critical or general support. This classification system prioritizes requests from critical to informational and sets the response time(s) accordingly. Table 1 below defines each classification.

If after the problem evaluation a fault is found to be caused by factors external to the InterTalk system (including, but not limited to, network configuration changes, audio level setting changes, grounding issues, etc.), then the time spent on the issue shall be billable at the defined rates.

Priority Classification	Priority Criteria	Response	Response Time
TOPBUG (TB) "System Down"	The InterTalk system is experiencing a failure that is, or may soon, seriously impact Client's operations (ex: System outage).	The TSR will quickly escalate the problem to the most knowledgeable developer on staff who can assist in resolving the problem. This resource will be immediately reallocated from other projects or other non-TOBBUG they are working on until the problem is (a) resolved, or (b) downgraded to non-TOPBUG status. The fault may be downgraded to Priority 0 or 1 if a workaround or temporary patch is found. Determination of classification shall depend on the nature of the issue.	Acknowledgment within 5 minutes of service request.
Priority 0 (P-0) "System Impediment – Call Back Required"	The InterTalk system is functioning, but there is a serious non-conformance to the system specification.	The TSR will diligently work on resolving the problem report. If required, the TSR will escalate to a knowledgeable and qualified person on staff, who will be reallocated from whatever project or other non-TOPBUG they are working on until the problem is (a) resolved, or (b) downgraded.	Acknowledgment within 30 minutes of service request.

Priority 1 (P-1) "System Impediment"	InterTalk product is functioning but there is a minor non-conformance from the product specification (ex: side tone in the Audio Controller)	TSR will schedule resources as available to address the problem in a planned release.	Acknowledgment within 24-hours of service request.
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Procedures for each of the *Priority Response Levels* will be as follows:

If this is a TOPBUG then:

The objective of the TSR, with the support of the developers, is to find a workaround to the TOPBUG as soon as possible. This allows the reported trouble to be downgraded to priority 0 or priority 1 without requiring a software solution be installed without adequate testing and planning.

- The TSR works with Client technician to isolate and reproduce the problem using the resources in InterTalk's dedicated support lab and those at Client.
- The TSR quickly escalates the problem, if need be, to the most knowledgeable developer on staff who can assist in resolving the problem. The most knowledgeable developer on staff will be immediately reallocated from whatever project or other non-TOPBUG they are working on until the problem is resolved or downgraded. (This includes both hardware and software developers.) The developer may contact Client directly for more information.
- A workaround (or patch) is found.
- The TSR tests the workaround (or patch) in the InterTalk lab.
- The TSR releases the workaround (or patch) to Client with a short release note and shall remain on priority standby for the 2 days following the implementation of the workaround. The TSR will also attempt, on a best effort basis, to put a developer on priority standby for escalations from the TSR.
- The TSR ensures that the release is fully version controlled and documented in a formal release note.
- The TSR follows up with Client to ensure the problem is resolved and then closes it in the Customer Support System.

Else if this is a Priority 0 bug then:

The objective of the TSR, with the support of the developers, is to find a workaround or solution to the priority 0 bug within 5 business days and to install and monitor the solution in a controlled fashion with adequate testing and planning.

- The TSR works with Client technician to isolate and reproduce the problem using the resources in InterTalk's dedicated support lab and those at Client.
- The TSR escalates the problem, if need be, to a knowledgeable and qualified developer on staff within 2 business days. The developer may contact Client directly for more information.
- A workaround or fix is found.
- The TSR tests the workaround or fix in the InterTalk lab for "side effects".
- The TSR releases the workaround or fix to Client with a short release note and goes on priority standby for the 2 days following the implementation of the release. A developer is also put on priority standby for escalations from the TSR.
- The TSR ensures that the release is fully version controlled and documented in a formal release note.
- The TSR follows up with Client to ensure the problem is resolved and then closes it in the Customer Support System.

Else if this is a Priority 1 bug then:

The objective of the TSR, with the support of the developers, is to find a workaround or solution to the priority 1 bug within 8 business days and to install and monitor the solution in a controlled fashion with adequate testing and planning.

- The TSR works with Client technician to isolate and reproduce the problem using the resources in InterTalk's dedicated support lab and those at Client.
- The TSR escalates the problem, if need be, to a knowledgeable and qualified developer on staff within 2 business days. The developer may contact Client directly for more information.
- A workaround or fix is found.
- The TSR tests the workaround or fix in the InterTalk lab for "side effects".
- The TSR releases the workaround or fix to Client with a short release note and goes on priority standby for the 2 days following the implementation of the release. A developer is also put on priority standby for escalations from the TSR.
- The TSR ensures that the release is fully version controlled and documented in a formal release note.
- The TSR follows up with Client to ensure the problem is resolved and then closes it in the Customer Support System.