

About VocalTec Professional Services

Ensure that your VocalTec solutions operate at peak performance with VocalTeCare professional services. From ongoing support and targeted training to project management and system integration, our wide-ranging VocalTeCare offerings are designed to meet your exacting requirements.

To achieve our goal of complete customer satisfaction, we utilize state-of-the-art tools and methodologies while maintaining close working relationships with our customers. Leverage VocalTeCare's ongoing support packages and on-demand professional services to maximize the enduring value of your VocalTec solutions and the reliable performance of your next-generation network.

Ongoing Support

VocalTeCare support services are offered in three distinct packages – Standard, Premium, and Premium Plus – enabling you to select your optimal level of service.

When purchasing an ongoing support package, you receive:

- Software repairs, updates & upgrades*
- Technical phone support
- Remote diagnosis
- Customer web portal
- Hardware repairs & returns

* Depending on selected support package



Every package offers unlimited access to our easy-to-use customer web portal consisting of a robust knowledge base, comprehensive FAQs, technical notes from our experts, tips & tricks on maximizing your service and configuration, and more. Each support package covers your entire installed base of VocalTec solutions.

VocalTec's highly trained engineers – located across the globe – work closely with your in-house personnel to promptly resolve support issues using an integrated project escalation approach. Strictly adhering to the highest levels of professionalism, our technical experts assure ongoing service continuity and utmost customer satisfaction, which is monitored by periodic customer surveys.

Support Packages

Services	Standard Package	Premium Package	Premium Plus Package
Annual number of cases	Unlimited	Unlimited	Unlimited
9x5 phone support	✓		
24x7 phone support		✓	✓
Remote diagnosis	✓	✓	✓
Customer web portal	✓	✓	✓
Hardware repairs & returns	✓	✓	✓
Software repairs	✓	✓	✓
Software updates		✓	✓
Software upgrades*			✓
Preventive maintenance			✓

* Non-licensed features

On-demand Services

The VocalTeCare team offers a wide range of on-demand professional services:

Project management

A VocalTeCare project manager can assume A-Z responsibility to ensure the successful delivery of a full solution tailored to your specific requirements.

Training

Whether on- or off-site, pre- or post-installation, our training professionals can help your organization improve the independent management and operation of VocalTec solutions.

On-site installation

Our team of experts can help you streamline and shorten your on-site deployment and installation process.

On-site support

We can provide focused post-installation on-site services in cases where special assistance is required.

Software updates and upgrades

Periodic VocalTec software updates and upgrades ensure that your network remains at the cutting edge.

Preventive maintenance

VocalTeCare professionals can undertake targeted research to discover unrecognized problems and maximize network efficiency.

Network design/expansion

We can improve your current network design and/or future expansions of VocalTec solutions for enhanced service and infrastructure performance.

System integration

Our engineers excel at integrating VocalTec solutions with complementary third-party products, platforms and systems that co-exist in your network.

Managed services

Our experts can manage your VocalTec solutions and network either on-site or remotely, thereby freeing your team to concentrate on improving its core business.

Other tailored services

Upon request, we can provide additional professional services customized to meet the specific needs of your organization and network.

About VocalTec

VocalTec Communications (NasdaqCM: VOCL) is a global provider of carrier-class multimedia and voice-over-IP solutions for communication service providers. A pioneer in VoIP technology since 1994, VocalTec provides proven trunking, peering and residential/enterprise VoIP application solutions that enable the flexible deployment of next-generation networks (NGNs). Partnering with prominent system integrators and equipment manufacturers, VocalTec serves an installed base of dozens of leading carriers. VocalTec is led by a management team comprised of respected industry veterans.

www.vocaltec.com

