SUPPORT and PREPAY ADDENDUM   -   XeloQ Communications Ltd.

To make sure all our resellers get the support they ask for and pointing out both XeloQ's and resellers responsibilities, for the benefit of all, we strictly live by the following support strategy.

Background information:
Our VoIP resellers should be able to support their customers completely by themselves.

The XeloQ VoIP system has been developed for that purpose so that with the correct Reseller-website / SIP endpoint interaction and the right SIP endpoint configurations on the customers networks, all systems should work together smoothly.

Strictly taken, the following '3rd line of support issues' are **XeloQ's responsibility**:
(all based on 'Best Effort' a stated in our general Terms & Conditions)

- get the routed calls **from** the SIP endpoints **to** the PSTN (*outbound* calling to the normal telephone network)
- get the routed calls **from** the normal telephone network **to** the SIP endpoints (*inbound* calling)
- providing the mechanism so that SIP endpoints can call each other using the 6 digits inzone numbers
  (we call this **inzone calling**).
- reseller can login to the Webbased reseller control panel (at http://callingstats.com)
- enduser can login to his 'My account' at the reseller-domain and check preferences, rates, balance and calls
- all reseller's customers should be able to make phonecalls whenever:
   1. there is money on all individual end-user accounts AND
   2. there is enough money prepaid on the RESELLER master account at XeloQ's system

The above are the 6 goals that XeloQ takes care of on 'best effort basis' (as stated in the agreement and in all terms & conditions) and are located in XeloQ's territory (XeloQ's responsibility).

1st and 2nd line of support (taken care of by Reseller):

When any SIP endpoint matches the above goals **AND** the reseller configured the appropriate endpoints and web accounts, people are able to make phone calls.

Resellers responsiblity:
- Having a proper (non-overloaded) internet connection for each endpoint at the end-users site and enough
  bandwidth and acceptable latency (delay < 700ms)
- a paid and enabled SIP account in the resellers control panel
- a proper configured endpoint to make the calls (inzone, outbound to PSTN or inbound from PSTN)
- (re)installation and (re)configuration of all SIP endpoints (hard- or software)
- warranty claims coming from resellers customers concerning the sold hardware to resellers end-users
- improper operation on customer SIP endpoints (hard- or software) due to Internet connection-
  problems,
- high latency (delay > 700ms) or changed/misconfigurations on SIP endpoints done by the customer should be
  avoided and needs to be checked by the reseller
- a SIP account that ran out of money (no more funds) should be avoided
- local network-changes so that the SIP Endpoints do not work anymore should be avoided
- interconnection or configuration changes to local PABX-es (when this applies) should be avoided
- answering telephone-calls and emails of resellers' customers concerning inquiries + support are a resellers
  concern

Support rules:

1. Primary support contacts needs to be done by email first ! (MSN contact on request only)
   In the email to support **describe the exact problem(s)** providing our support team the following
   information (in English please):

   -used endpoints (brand / type e.g. LinkSys PAP2)
   -affected SIP account number(s)
   -describe the LAN infrastructure (how are the endpoints connected etc…)
   -describe the WAN / Internet infrastructure/connection (type, upload, latency ; ping the sip servers to get this details)
   -Traces / analyzed protocol information of what is happening during the problem
   -numbers dialed (complete International numbers of the affected destinations)
   -date & time when problem occurred
   -describe the **exact** problem that you are facing (describe it as detailed as you can)

2. Support (IP) Telephone is only reachable during GMT -06:00 business hours 8:30 - 17:30
   Monday through Friday on availability and request. However: **primarily contact by email first!**

3. e-Mail support (support@xeloq.com) reachable 24/7
   A.S.A.P follow-up will ONLY be done on urgent matters concerning the '3rd line of support'.
   Requests by email that do not require immediate actions will be handled by a first-in-first-out
   queuing system. In weekends there's only email support on urgent matters.

4. No weekend support for configurations / online training / other non-urgent matters

5. No weekend email replies when non-urgent questions will come in by email

6. MSN support will ONLY be active after an email request whenever needed (and only if this speeds
   up the communications). In any other cases, support's MSN account is not online.

7. Our support department does not remotely configure any VoIP devices (this is a resellers job)

8. Online 1st and 2nd line support (which is a resellers job) are normally done by the reseller.

   If reseller requests for any 'online support' concerning configuration of SIP endpoints or any help
   on network-equipment (only if XeloQ support **can** be of any help here) the time taken by a XeloQ
   Support engineer will be charged by a € 50,- hourly fee / ex VAT when applicable.
   Onsite support by a XeloQ engineer will be charged at € 85,- an hour (on request only / if possible).
   These will be debited from resellers PrePay amount.

9. Any requests for changes to the system which applies programming work and that affects a critical
   core change, will be charged by a € 50,- hourly fee (if these changes are valid, possible and
   really needed). Any user-login website or (call shop) application request-change will be charged at
   € 50,- an hour taken from the resellers' prepay amount afterwards.

   These inquiries ALWAYS need to be send by email to sales@xeloq.com.
   Support is NOT the department to contact in case of these inquiries or changes.

10. **Prepayments:**
    From now on requests to support to top up the Master Reseller Credits are being ignored.

    We noticed to many 'Back-payments' and payments were often received 5-7 days later.
    We are a stricly based PREPAID company; back-payments puts us and indirect our resellers at risk.

    We ONLY top-up the master-amount at the time we RECEIVE the money IN our bank-account.
    Please PRE-PAY us a larger amount of money to avoid not be able to create new endusers-deposits.