

## **TECHNICAL SUPPORT POLICIES**

This document is incorporated by reference into the underlying agreement (“Agreement”) between Intercom Online (“Intercom”) and Client.

Client may speak to a technical support engineer by calling 212 480 4076. Or, Client may send email to [support@intercom.com](mailto:support@intercom.com).

Client should listen to Intercom’s office greeting in the event there are any temporary changes to the above schedule or in the event that there are area-wide outages which may be impacting service.

Please contact Intercom’s billing department if Client believes that service interruption may be due to delinquent payment. Intercom’s billing policies can be viewed at [http://www.intercom.com/site\\_docs/Billing\\_Policies.pdf](http://www.intercom.com/site_docs/Billing_Policies.pdf).

Intercom will provide technical support to Client for all matters that originate on Intercom’s network. Intercom’s network extends from Client’s equipment (in the case of managed service) or from the wall jack (in the case of non-managed service) up to the interface between Intercom’s network and its peers and transit providers.

Please note that Intercom cannot take responsibility for Client’s entire internal network. Intercom limits Intercom’s responsibility to the Demarcation Point (“Demarc”) which is the point at which Intercom’s responsibility for providing technical support or SLA credit for outages, service interruptions, etc. shall terminate. For managed service customers, the Demarc is up to and including the DSL equipment. For non-managed service customers, the Demarc is up to the wall jack for the DSL circuit.

Intercom may agree to provide technical support outside of Intercom’s network. This out-of-network support will be billed at the rate of \$200 per hour of labor, billable in quarter-hour (15 minute) increments, not including of material and equipment costs and fees. The fees for such support will be reflected on an invoice which will be sent shortly after the technical support is completed.

If a Client anticipates significant amount of out-of-network technical support, then Client may speak to Intercom about a monthly retainer.

In the event that Client obtains login access to the Equipment –usually by purchasing the Equipment -- [see the Agreement for definition of “Equipment”] then, any technical support provided by Intercom to Client for this Equipment shall be billed to You at the rate of \$200 per hour of labor billable in quarter-hour increments.

Intercom VoIP service provides voice services over customer’s broadband connection. Intercom will provide technical support to Client for all matters that originate on Intercom’s network. If Client has a broadband connection by Intercom, then Intercom will provide support for the VOIP service and broadband service. However, if Client’s broadband connection is not provided by Intercom, then Intercom cannot provide support for that broadband connection if it turns out that the VoIP service is malfunctioning due to Client’s broadband connection from a third party. Please refer to VoIP terms of service for more details.