

AudioCodes Live Support



Table of Contents

Terms of Service for AudioCodes Live Support.....	1
1 Scope of Work	1
1.1 Live Support Overview.....	1
1.2 Operational Services.....	1
1.3 Services Deliverables	2
1.4 One-time Services.....	2
1.4.1 Service Kick-off.....	2
1.4.2 “Best Practice” Health check & Security Review	2
1.4.3 Software Version Review and Upgrade (per product)	3
1.4.4 Service On-boarding	3
2 Operational Services.....	4
2.1 Overview	4
2.2 Remote Monitoring	4
2.2.1 Remote Connectivity.....	4
2.2.2 List of Monitored Alarm Types	4
2.3 Maintenance Support as per ACTS24x7	4
2.4 Hardware Replacement Service (optional, extra cost)	5
3 Roles and Responsibilities	6
3.1 General	6
3.2 AudioCodes Role and Responsibilities	6
3.2.1 Deployment Phase	6
3.2.2 Operational Phase	6
3.3 Customer’s Roles and Responsibilities	6
4 Service Charges	8
4.1 Overview	8
4.2 Non-recurring costs:	8
4.3 Recurring costs:	8
4.4 Pricing Terms and Assumptions.....	8
5 General Terms	9

1 Scope of Work

1.1 Live Support Overview

AudioCodes Global Services provides 'AudioCodes Live' - a Managed Service for AudioCodes products.

This service allows the customer to be notified when one or more of a predefined list of alarms occurs (or clears) on a monitored device in the customer network. Below is brief description of the service.

The service includes setting up a secure connection between the monitored devices and AudioCodes NOC.

The Managed Services are offered for a minimum commitment period. Thereafter, **the service shall continue for successive terms of twelve (12) months (the "Renewal Terms")** unless a Party gives written notice of termination to the other Party of at least three (3) months before the end of the Commit Period or any Renewal Term thereafter.

As part of the operational support structure, the Customer will also have 24x7 access to AudioCodes technical support team.

The service model is one of service desk to service desk; with the Customer responsible for first line end user support and incident handling, with qualified incidents being escalated to AudioCodes' service desk.

1.2 Operational Services

AudioCodes Managed Services for AudioCodes products is a suite of operational services including:

1. 24x7 Global Contact Center
2. Remote Technical Support (Tier 2-4 as per section 2.3)
3. Online ticketing and ticket reporting
4. Hardware support services (needs to be ordered separately)
5. 24x7 Remote Monitoring and Alert Notification

1.3 Services Deliverables

Table 2-1: Service Deliverables

Service	Supported
PRODUCTS SUPPORTED	
Mediant SBC/Gateway	Yes
ATA (MediaPack) products: MP-1288	Yes
Additional supported products	See CID for AudioCodes Live Support.pdf .
MANAGEMENT SERVICE INFRASTRUCTURE	
AudioCodes management system (NOC) in AudioCodes cloud	Yes
ONE-TIME SERVICES	
AudioCodes “Best-practice” product configuration review	Yes
Software upgrade (if necessary)	Yes
Managed Service On-boarding to AudioCodes Live Support	Yes
RECURRING OPERATIONAL SERVICES	
24X7 Maintenance Support (via AudioCodes Services Portal)	Yes
Remote Monitoring Service (24x7x365)	Yes
Advance Hardware Replacement or Managed Spares	Optional (extra cost)

1.4 One-time Services

1.4.1 Service Kick-off

- Collect customer details and product information.
- Schedule follow-up call and onboarding process.

1.4.2 “Best Practice” Health check & Security Review

High-level review of “ini file” according to “Best Practice” checklist including the following:

- Management security, including HTTPS, SSH, Secure Telnet, SNMPv3, Access List, Password review, Logging of Management-Related Events, Protecting Personal Information (GDPR/PII).
- Signaling security, including Secure SIP/TLS, LDAPS, VoIP Traffic Firewall Rules, Block Unused Network Ports, Secure Routing Rules, Define SIP Message Blocklist/Allowlist, Dynamic Blacklisting of Malicious Activity (IDS), Define Malicious Signatures
- Media – Secure Media (RTP) Traffic using SRTP
- Topology – network separation, Implement Layer 3/4 (Network) Firewall
- A summary report will be provided to customer.

1.4.3 Software Version Review and Upgrade (per product)

- Check that current product SW version is latest maintenance release (containing important security and bug fixes), supporting WebSocket Tunnel connection
- For minimum supported software build for supported products, see [CID for AudioCodes Live Support.pdf](#).
- Upgrade software version (if necessary). As this will impact the service, this may be done outside of normal working hours.
- Set up WebSocket Tunnel (HTTPS) connection from product(s) to AudioCodes NOC
- Basic testing to verify functionality (in cooperation with Customer)

1.4.4 Service On-boarding

AudioCodes will schedule an onboarding meeting review the following:

1. Standard [CID](#).
2. How to open tickets in case of service incidents.

2 Operational Services

2.1 Overview

Live Support allows the customer to be notified when one or more of a predefined list of alarms occurs (or clears) on a monitored product in the customer's network. Below is brief description of the service.

2.2 Remote Monitoring

Live Support offers peace of mind with the around-the-clock monitoring by the AudioCodes Network Operating Center (NOC). The goal of the service is to perform remote monitoring and notify the customer of faults (or potential faults) in the monitored products' proper functioning, and the service includes:

- Reliable 24x7 fault monitoring on deployed devices from AudioCodes
- Identification and notification of faults (or potential faults) by email
- Real-time processing of monitored alarms and events via a secure connection to AudioCodes' NOC
- Efficient notification of complex events (e.g., transient, "flapping", alarm conditions) consistently

2.2.1 Remote Connectivity

AudioCodes requires a bi-directional connection between AudioCodes' NOC to the monitored products. The purpose of this connection is to allow remote monitoring of the monitored products.



Connection between the monitored product and AudioCodes' NOC must be allowed by the Customer, otherwise AudioCodes will not be able to monitor the product.

2.2.2 List of Monitored Alarm Types

A comprehensive list of elements on the monitored products can be found in the [CID for AudioCodes Live Support.pdf](#).

2.3 Maintenance Support as per ACTS24x7

Tickets should be opened by Customer should they observe an issue or in case changes to service coverage are required (e.g., temporary maintenance window, change of customer notification email, products removed from service, etc.). AudioCodes Services Portal is used exclusively to open and manage tickets (Services Portal User manual can be found [here](#)). Refer to the ACTS Policy available [here](#) for a full description of ACTS24x7 maintenance support.

1. The Service Desk is available 24x7 (24 hours a day, 7 days a week) for problems of Urgent priority level, and Monday-Friday, 8:00 AM – 5:00 PM Customer local time, (Holidays excluded) for problems of all other priority levels.
2. The service model is one of service desk to service desk; with the Customer or Partner responsible for first line end user support and incident triage, with qualified incidents being escalated to AudioCodes.
3. Handle and resolve (remotely) service-related incidents, including configuration changes as workaround, in order to restore service.
4. Restore service (where impacted) due to service malfunction, including workaround solutions.

5. Collect logs/traces from each AudioCodes device to enable prompt Incident management.
6. Provide status updates to Customer. Follow up status until incident ticket is closed.

2.4 Hardware Replacement Service (optional, extra cost)

Please refer to the ACTS Policy available [here](#) for a description of Advance Hardware Replacement (AHR) and Managed Spares (MGSP) hardware replacement service.

3 Roles and Responsibilities

3.1 General

1. A WebSocket tunnel (for connectivity between AudioCodes NOC and products in Customer network) is required for the monitoring service.



Customer Onboarding to managed services and move to Production status requires prior establishment of connectivity between Customer network and AudioCodes, otherwise AudioCodes will not be able to provide remote monitoring of the product. The customer may waive this pre-requisite for monitoring services by written request or email to AudioCodes prior to onboarding to managed services.

2. All services, documentation, and meetings will be provided in the English language.

3.2 AudioCodes Role and Responsibilities

3.2.1 Deployment Phase

1. Assign a Point of Contact (POC), who will coordinate and/or perform the Service, as well as coordinating with the Customer as necessary.
2. Perform Best Practice review.
3. Setup of bi-directional, permanent remote connectivity (e.g., WebSocket tunnel) between AudioCodes' NOC and the monitored products.
4. Review AudioCodes software version levels and upgrade as necessary (as part of the implementation in the deployment phase).
5. Verify the basic maintenance and operations of AudioCodes product(s).

3.2.2 Operational Phase

1. Provide 24x7 remote monitoring of AudioCodes equipment.
2. Provide maintenance support of AudioCodes equipment.

3.3 Customer's Roles and Responsibilities

The Customer is responsible for the following areas during service onboarding and throughout the operational service.

1. Provide complete information using AudioCodes provided site questionnaire(s).
2. Assign a single technical point of contact (POC) to provide Tier 1 level support activities (including end-users).
3. Single Technical POC to report support problems and service requests on behalf of Customer sites, subsidiaries, and agencies to AudioCodes.
4. Fully operational Customer Telco connections/trunks.
5. Customer is responsible for PSTN/SIP connectivity (including logical and physical connections to rack where AudioCodes products are installed) and must provide the related specifications for AudioCodes approval in advance of the implementation and deployment of AudioCodes products.
6. Valid certificates from the Certificate Authority.
7. Telephone and / or data circuit lines must be mapped and fully connected and installed.

8. Devices such as IP Phones and headsets will be physically installed by Customer.
9. User end-device configuration (e.g., phones).
10. Local configuration, provisioning, and support of phone devices, headsets, handsets and other clients, which is outside of the scope of this service. The Customer will need to configure DHCP and other services to support legacy phone devices. Note that we can advise on how to configure DHCP to support IP phones and meeting devices.
11. Provide end-user support and training.
12. Maintain all underlying physical hardware, storage, virtual machines, operating systems (e.g., security patches and anti-virus protection) that are allocated by the Customer.
13. Allocate other products or networks to which the AudioCodes products must be connected and properly configured.
14. Provide AudioCodes remote access to Customer network and telephony equipment.
15. Provide on-the-ground assistance, including personnel that can perform basic tasks, under the guidance of AudioCodes remote technical support staff, such as power reset, removing / adding modules or USB dongle, downloading and editing files from the AudioCodes website, and connecting the AudioCodes device via a serial cable to an available PC with keyboard and monitor.
16. Physically manage and maintain AudioCodes HW equipment according to vendor recommendations.
17. Maintain network security requirements and parameters on Customer LAN, such as firewall rules, NAT configuration, etc.

4 Service Charges



In case generic part numbers and descriptions are provided in this chapter, it is as general guidance only; in case of any discrepancies between the information documented in this chapter and AudioCodes' latest Price Book, the latter will prevail.

4.1 Overview

Pricing is separated into the following two (2) parts.

4.2 Non-recurring costs:

One-time professional services setup fee, as follows:

"Best Practice" review, connection to AudioCodes Live NOC. Non-recurring cost depends on number of devices covered by Live Support service as follows:

- AudioCodes Live Support for 1 to 5 devices
- AudioCodes Live Support for 6 to 15 devices
- AudioCodes Live Support for more than 15 devices

4.3 Recurring costs:

24x7 remote monitoring, alarm notifications for faults, 24x7 maintenance service.

Sum of the service coverage per product (e.g., SBC) per year, including:

- ACTS24X7
- 24x7x365 Remote Monitoring

4.4 Pricing Terms and Assumptions

1. Live Support is available for certain AudioCodes products (the list of supported AudioCodes products can be found in [CID for AudioCodes Live Support.pdf](#)).
2. In case additional products are required to be supported under Live Support, AudioCodes must be made aware of this, upon which relevant one-time charges and recurring charges will be added.
3. Additional products onboarded during the original period of the contract will be co-terminated per the original contract expiration date.

5 General Terms

1. The Planning and Deployment services outlined in this document assume that all implementation work will be carried out remotely and during local business hours (typically, 8:00-17:00). If such work needs to be provided outside business hours, an additional cost will be incurred, unless mutually agreed otherwise.
2. Expedited schedules are available based on resource availability and associated additional fees.
3. Any service activities that are not listed in this document are to be considered beyond the scope of this service, unless they are specified in a formal quotation for AudioCodes Professional Services and/or in a mutually agreed project plan.
4. Any significant change in a site topology (during Deployment Services or during ongoing, contracted Remote Monitoring and Indian OVOC Services) shall be treated as a new Project and shall be quoted separately.
5. In case On-site activities not covered in this Schedule are required, travel and related expenses shall be billed separately upon written agreement of both parties.
6. Significant delays in the one-time Professional Services setup or in the Site Deployment Services (projects) due to delays caused by Customer or insufficient information provided by Customer may lead to extra billing claims from AudioCodes side to cover AudioCodes' additional costs which will have prior approval in writing. AudioCodes shall advise Customer in writing in each such case where delay may result in unexpected costs on AudioCodes side.
7. All services, documentation and meetings will be provided in the English language.

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