

## Support Usage & Cost Recovery Guidelines

### Purpose

These Support Usage & Cost Recovery Guidelines define reasonable support use, prohibited behaviors, and circumstances under which Voxtelesys may recover costs associated with excessive, abusive, or avoidable support activity.

### Included Support (No Additional Charge)

Unless otherwise stated in an Order Form or Service Description, standard support includes:

- Reasonable ticket submissions via the Voxtelesys customer portal related to service availability or defects;
- Basic configuration guidance;
- Incident response related to Voxtelesys platform faults;
- Scheduled maintenance notifications and standard incident communications.

Reasonable ticket submissions are defined as support requests submitted in good faith that relate to the diagnosis, configuration, or restoration of services provided by Voxtelesys. Ticket submissions that are excessive, duplicative, unrelated to the Services, or caused by Customer misconfiguration, misuse, or violation of Voxtelesys AUP, Service Agreement or other applicable service terms may be deemed unreasonable and may be subject to additional support charges or other remedial action.

### Excessive or Abusive Support Use

The following behaviors, among others, may be deemed excessive or abusive:

- Repeated submission of duplicate tickets for the same issue;
- Escalations without new information or failure to follow provided remediation steps;
- Tickets caused by Customer misconfiguration, unsupported integrations, or non-compliant usage;
- Repeated requests requiring engineering or carrier investigation where the issue is determined not to be caused by Voxtelesys.

### Emergency and On-Call Requests

Emergency or on-call support outside normal support hours is intended only for platform outages or service disruptions attributable to Voxtelesys infrastructure.

Unless otherwise specified in an applicable service agreement or support plan, after-hours or emergency support may be limited and may result in cost recovery if the incident is determined not to be caused by Voxtelesys systems or services.

Requests may be considered billable if:

- The reported issue is determined to be caused by Customer configuration, third-party systems, or downstream carrier issues outside VoxtelSys control;
- The request involves operational support, configuration changes, or non-urgent troubleshooting outside normal support hours;
- Repeated emergency escalations are submitted for non-platform issues.

### Support Usage Thresholds

Support Activity	Included	Cost-Recovery Trigger
Standard tickets	Reasonable volume	Repeated or duplicative
Emergency escalations	Platform outages	Non-VoxtelSys Issue
After-hours support	Limited	Non-VoxtelSys Issue
Engineering involvement	Platform defects	Non-VoxtelSys Issue
Compliance or carrier support	Required incidents	Customer-caused review, complaint, report, etc

### Cost Recovery Charges

VoxtelSys may assess reasonable cost-recovery charges, including, without limitation:

Charge Type	Example Rate / Method	Amount
Administrative review	Hourly rate	<b>\$95 / hour</b>
Engineering support	Hourly or per-incident	<b>\$245 / hour</b>
Repeated escalations	Per-incident fee	<b>\$150 / per escalation</b>
Emergency / After-hours response (support)	Hourly or per-incident	<b>\$125 / hour</b>
Emergency / After-hours response (engineering)	Hourly or per-incident	<b>\$305 / hour</b>

Customer shall be responsible for all reasonable costs incurred by VoxtelSys arising from or related to Customer's violation of this AUP, such as costs associated with investigation, abuser response, technical support, network remediation, service restoration, security incident response, third-party charges, and regulatory or compliance costs.

## **Notice & Billing**

- VoxtelSYS will provide reasonable notice when support activity approaches cost-recovery thresholds.
- Emergency or after-hours support requests may require Customer acknowledgment that applicable cost-recovery charges may apply before escalation or on-call response is initiated.
- Charges may be invoiced monthly or per incident.
- Supporting summary information will be provided upon request, subject to carrier or legal restrictions.

## **Reservation of Rights**

The following behaviors may be deemed excessive or abusive:

- materially impacts operations,
- risks carrier, business, vendor, or industry relationships,
- Harassing, abusive, or unprofessional communications with VoxtelSYS staff,
- or violates the AUP or applicable Agreements.

Failure to enforce these Guidelines in one instance does not waive future enforcement.