



Document: Customer Support Policy

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Version: 1.1

History

Version	History
1.0	Document Creation
1.1	Update Policy

Concerned territory(ies) : Brazil

Document Objectives:

This document aims to present comprehensive guidelines for the Customer Support Policy applicable to telecommunication operators ("Customer(s)") in the concerned territory(ies). It serves as a reference for both Sagemcom and its Customers, outlining the standards, roles, and processes for delivering effective technical assistance and maintaining deployed software. Adhesion to these guidelines ensures transparent communication, efficient incident resolution, and ongoing enhancement of service quality.

Objectives:

This Customer Support policy establishes clear procedures and responsibilities for software maintenance and technical support between Sagemcom and its Customers. It defines contact points, ticket management, and severity levels for incidents. The goal is to ensure reliable, timely support and continuous improvement of deployed products, minimizing service disruptions and aligning with Customers' operational needs.

1. Contact Interfaces

- Sagemcom will assign specific named resources for support.
- Customer must designate authorized contacts to open tickets and request evolutions.
- Sagemcom main contacts include Sales Director, Local Support, and R&D Support Director, but not limited to.
- Support is provided by phone and email on Business Days, with a weekly follow-up call during the maintenance period.

2. Software Warranty

- Sagemcom provides free-of-charge corrective software maintenance (software warranty) for 24 months after the final acceptance of the first software release for deployment. Corrections include issues identified in the software, as well vulnerabilities identified during life-cycle.
- After this period, maintenance is subject to a fee.

3. Corrective Maintenance

3.1 Definition and Responsibilities

- Applies to incidents in the field within the scope of use defined by Customer before product launch.
- Network integration tests must be conducted by Customer with active support from Sagemcom.
- Exclusions: issues due to differences between test and field environments, use outside the defined scope, interoperability with obsolete or unplanned devices, unplanned network migrations, or non-reproducible issues.

3.2 Severity Ranking

- **Critical:** Total/partial loss of service, severe degradation, loss of management system, etc.
- **Major:** Affects call processing, temporary reduction in quality, configuration failures, etc.
- **Minor:** Failures without service impact, major incidents on a small number of devices.

3.3 Response and Resolution Times

Severity / Action	Acknowledgement	Analysis	Workaround / fix to test	Final solution
Critical	1 day	2 days	3 days	5 days
Major	2 days	10 days	20 days	30 days
Minor	5 days	20 days	40 days	Next release

- All timeframes are in business days and depend on customer feedback on fix testing.

4. Evolution Maintenance

- Allows Customers to benefit from Sagemcom's generic software roadmap, with firmware upgrades approved by the Customer.
- Structural evolutions require a specific quotation unless included in the generic roadmap.
- Each evolution release must be scheduled at least 4 months in advance.



5. Maintenance Costs

- After the warranty period, corrective and evolution maintenance can be extended annually.
- Detailed costs will be contractually defined with each Customer.

CONCLUSION

In summary, this Customer Support Policy presents the established guidelines for support, maintenance and evolution processes. All definitions and commitments outlined herein are subject to the specific terms agreed upon in each Customer's contract.