

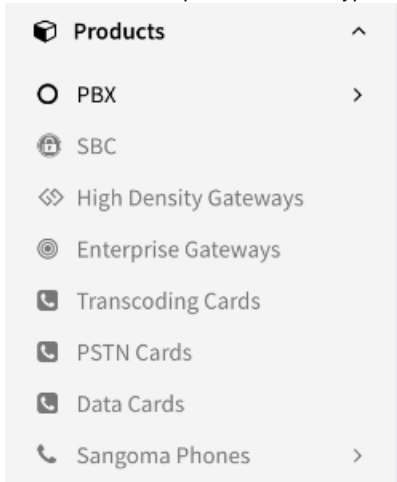
Viewing Support Contracts

Versión en Español Disponible

- Viewing Support Contract and Warranty on a Specific Product
- Viewing All Support Contracts on Products you are the Master Owner of

Viewing Support Contract and Warranty on a Specific Product

- Log into the Portal at <https://portal.sangoma.com>
- Go to Products > Specific Product Type such as PBXs

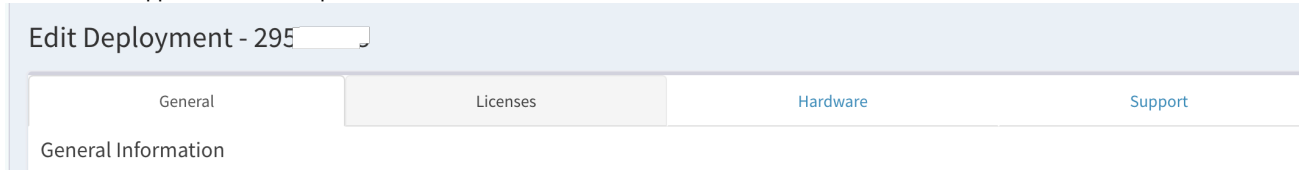


- Locate the product you want to view the Support Contract or Warranty on and click on View icon

A screenshot of a table with columns: Customer Name, Deployment Name, Location Name, Type, Model, Date Ordered, and View. The table contains two rows of data. The first row has 'Con' in the Customer Name column, '2' in the Deployment Name column, an empty cell in the Location Name column, 'PBXact UC' in the Type column, 'PBXact Appliance 60' in the Model column, '2018-10-02' in the Date Ordered column, and a blue pencil icon in the View column. The second row has 'San' in the Customer Name column, '1' in the Deployment Name column, 'Atlanta Test' in the Location Name column, 'PBXact UCC' in the Type column, an empty cell in the Model column, '2018-10-02' in the Date Ordered column, and a blue pencil icon in the View column.

Customer Name	Deployment Name	Location Name	Type	Model	Date Ordered	View
Con	2		PBXact UC	PBXact Appliance 60	2018-10-02	
San	1	Atlanta Test	PBXact UCC		2018-10-02	

- Click on the Support Tab at the top



- From here you can view the current support and warranty and see a history of all support contracts and extended warranties purchased.

Edit Deployment - 2

General Licenses Hardware Support Phones Notes

Support Contract and Extended Warranty

SUPPORT CONTRACT
Gold Support PBXact 60

Purchased in: 2018-10-02
Expires in: 2020-01-02

EXTENDED WARRANTY
3 Year Extended Warranty PBXact 60

Purchased in: 2018-10-02
Expires in: 2023-01-02

[Download Support and Warranty Certificate](#)

Support Contract Purchase History

Support Item	Date Purchased	Support Contract Expiration
Gold Support PBXact 60	2018-10-02	2020-01-02

Extended Warranty Purchase History

Extended Warranty	Date Purchased	Warranty Expiration
3 Year Extended Warranty PBXact 60	2018-10-02	2023-01-02

- You can also click on the Download Support and Warranty Certificate to receive a PDF copy of the support contract you can give to your customer or keep for your own records.

Download Support and Warranty Certificate

- By default it will use the Company Name of who the Master Owner of the Product is. You can optionally provide a different name and address to be inserted into the PDF contract.

Download Support Contract PDF ✕

Company name will be the master owner unless specified below.

Company name (optional):

Address line 1 (optional):

Address line 2 (optional):

[Download](#)

- Below is a sample of the PDF contract



Company Name: Test
Address: Test 1, Test 2
Support Contract Number: 5
Maintenance Plan: Gold Support PBXact 60
Serial:
Deployment :
Support Expiry Date: 2020-01-02
Warranty Expiry Date: 2023-01-02

Maintenance Plan Offerings


	BRONZE	GOLD	PLATINUM
TECHNICAL SUPPORT			
Business Hours		√	√
Online Self Help	√	√	√
Online Help Desk		√	√
Phone Support		√	√
24/7 Emergency Support			√
SOFTWARE MAINTENANCE			
Minor Release	√	√	√
Major Release	√	√	√
HARDWARE SERVICES			
Priority RMA Processing	√	√	√

- (1) **Business Hours.**
 - Monday through Friday
 - US/Canadian Office: 9am - 6pm EST
 - UK Office 9am - 5pm GMT
 - India Office 8am - 8pm IST
- (2) **Online Self Help** Consult product documentation, configuration help articles, software downloads: <http://wiki.sangoma.com/>
- (3) **Online Help Desk Portal** for support ticket creation and issue tracking: <http://support.sangoma.com>
- (4) **Customer Portal** Centralized access for ordering, purchase history, and support services definitions: <http://support.sangoma.com>
- (5) **Detailed Terms and Conditions.** Sangoma offers two (2) types of Contracts for in-service systems:
 - a. Technical Support: Covers service levels for software or firmware running on hardware technical support. This certificate is a summary. For more details about coverage and Service Level Agreements, please consult <http://www.sangoma.com/legal> under the topic "Standard Technical Support Services Terms".
 - b. Hardware Warranty: All hardware product sold come with a Standard Hardware warranty. Extended Warranty contracts with Advanced RMA terms are also available. For more details about Standard and Extended Warranty terms, please consult <http://www.sangoma.com/legal> under the topic "Hardware Warranty and RMA Policy".

Viewing All Support Contracts on Products you are the Master Owner of

- Log into the Portal at <https://portal.sangoma.com>

- Go to Customers

 **Users/Customers** ^

List Users

Create User


List Customers

Create Customers



- View your search for your organization and click on the View icon to edit your settings

Show entries Search: Search Type: Bus

Business Name	Country	State	City	Systems	Type	Reseller	Acct Mgr	View
<input type="text" value=""/>	United States of America	Michigan	<input type="text" value=""/>	234	Reseller	Sangoma Corp Account*	Preston McNair	


Showing 1 to 1 of 1 entries


- Navigate to the Services tab at the top for your organization you want to review all support contracts on


Edit Customer


Home > Users/Customers > Edit Cus


General
Users
Address
Additional
Deployments
Services
Restrictions
Notes
Files
Cards
Agent

 1 Year Commercial Licenses
0

 PBXact SaaS
0

 Commercial Modules Renewals
221

 RMS
0


 POMPs/Support Contracts
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Show entries Search by Module Name:

Module Name	Deployment Name	Cost	Expiration	Autorenewal
No data available in table				

Showing 0 to 0 of 0 entries





- Click on the POMPs/Support Contract button



POMPs/Support Contracts

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- View all support contracts you have in place including expiration dates and renew any support contracts from here or set them up for auto renewal so they auto renew when they expire.

Module Name	Deployment Name	Cost	Expiration	Add to Cart	Autorenewal
AHR PBXact 60	4	106.25	2018-01-20		<input checked="" type="checkbox"/> Auto renew
Bronze Support PBXact 100	89	127.50	2018-04-04		<input type="checkbox"/> Auto renew
Bronze Support PBXact 100	9	127.50	2017-07-26		<input type="checkbox"/> Auto renew
AHR PBXact 100	5	127.50	2017-08-12		<input checked="" type="checkbox"/> Auto renew