

SERVICE DEPARTMENT

PRACTICAL GUIDE



OMNItotal
by **OMNIVIGIL**



www.omnigil.com

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INTRODUCTION

Welcome to OMNIVIGIL!

It is with great pleasure that our team welcomes you to OMNIVIGIL!

Today, the notion of telephony includes a wider range of services and we have moved beyond the era of traditional telecommunication practices.

OMNIVIGIL is a reliable partner that offers telecommunication services to customers located mainly in Canada and the United States but also around the world. Our experience and know-how in the telecommunications field gives us a unique perspective when it comes to analyzing and adapting to your company's needs. We can also offer your company the full range of essential telecommunications services that will ensure the smooth operation of your telephony services and, more broadly, your telecommunications.

This OMNIVIGIL Customer Support Guide is the reference that will assist you when contacting us with your requests. Please keep it in a safe place and refer to it for instructions on how to collaborate with us.

Professionals at Your Service

Nowadays, telephony is more sophisticated than ever. All the range of products and services as well as cutting-edge technology is very impressive but means nothing if the quality of customer service is not there. What sets us apart can be summed up in two words: Our Team.

OMNIVIGIL's ability to respond professionally and efficiently to your requests is largely based on the efforts of highly qualified specialists who ensure your satisfaction by understanding your company's needs. Our distributing partners, our customer service representatives, our experienced account managers, our technicians, and engineers who are always ready to serve you, are just a few examples of the employees who are at your service each and every day.

With you, we build a long-lasting and mutually beneficial relationship. Whether it is about using our products and services or guiding you step by step through our online portal, just get in touch for help.

OMNIVIGIL, our partners and our team make your concerns and questions a priority.

HOW TO CONTACT US

Our regular business hours are Monday to Friday between 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 5:00 p.m. ET (Eastern Time).

Technical Support

You can contact our specialized technical support team by dialling our toll-free number, 1-844-666-4844 (**844-OMNIVIGIL**) followed by option #2 (preferred number for incidents), or by dialling **611** from your OMNIVIGIL IP phone.

During regular business hours, a qualified technician will answer your call as soon as possible. In the event of a more important call volume, you will be asked to dial 1 so that you can be called back while maintaining your call priority.

Outside business hours, on weekends and holidays, we invite you to leave a voice message with our technical support team for emergencies only. A technician will take your message within thirty (30) minutes at most. The emergency service only processes emergency requests, so priority will be given as “Urgent” (see section Prioritization and request processing). All requests qualified with a lower priority level will be answered and processed within the following business hours.

Other departments

For other support needs, please contact our departments directly using the following options:

Sales	# Omnivigil followed by option #1	sales@omnivigil.com
Accounting	# Omnivigil followed by option #3	accounting@omnivigil.com
Customer Service	# Omnivigil followed by option #4	service@omnivigil.com
Portability	# Omnivigil followed by option #5	portabilite@omnivigil.com
Administration	# Omnivigil followed by option #6	administration@omnivigil.com

OUR OMNICONNECT PORTAL

Our comprehensive, secure, real-time online portal “**OMNIconnect**” provides our partners and customers access to their services, configurations, and reports. This tool is of significant value to our partners and customers and we believe it is a quick and efficient way to make needed changes on a stand-alone basis.

“**OMNIconnect**” can be accessed through the “Customer Portal” section found on our different websites listed in the “Websites” subsection; specifically the addresses are: portal.omnivigil.com (telecommunication services) or alert.omnivigil.com (alert services).

Contacts

The account *Contacts* are the persons in the customer account with whom OMNIVIGIL may communicate if necessary and send various communications. The types of account contacts are

Administrator

Administrators are the account manager(s). These contacts may communicate with OMNIVIGIL or its distributor to request any changes to the account.

A change of administrator can only be made by an administrator already in the account or by our account partner. Requests for billing contact changes should be sent to service@omnivigil.com.

Billing

Invoicing type contacts (email addresses) will receive monthly and order-related invoices as well as the various notices related to invoicing. Requests for billing contact changes should be sent to accounting@omnivigil.com.

Users

Users, depending on their access rights, are able to manage all of their services (add, modify or delete people, change telephone extensions, voice mailboxes, telephone numbers, make changes to the automated receptionist [IVR], home menu, call queues, and more).

User rights can be changed or granted to users only when requested by one of the customer account administrators. Each customer account must have at least one administrator. They do not need any technical knowledge but simply need to be familiar with our technical support and customer service process.

OTHER COMMUNICATION CHANNELS

Newsletter

Our newsletter is an essential tool for our partners, our customers, and their users. It provides important information about services, new products, tips, and tricks, as well as our latest news.

System Status

For the sake of transparency and to facilitate access to information, OMNIVIGIL provides a real-time communication tool about the status of its services. The public “System Status” web service is available through each of our websites through the “System Status” option or directly through the address <https://omnivigil.statuspage.io/>

The availability or unavailability status for each of the services is displayed. It also includes the history of incidents (outages, service interruptions, technical problems, and any other failures) that have occurred, as well as notices of planned maintenance.

Subscribe by clicking on the “Subscribe to update” button and choose your preferred communication method (email, SMS or RSS feed) to be informed of changes in the status of OMNIVIGIL services and infrastructure or maintenance notices.

Phone

You can be notified about the status of OMNIVIGIL’s services as well as instructions regarding an incident by phone in the queue of our technical support department. An audio message always indicates the status of the services and will be updated in the event of an incident.

Websites

OMNIVIGIL.COM	Our corporate website
OMNITOTAL.COM	Our telecommunications products and services
OMNIALERT.CA	Our alert and notification products and services

Social Media

Facebook

OMNIVIGIL’s Facebook page offers you promotions, advice and keeps you up to date with its news. Visit our Facebook page at facebook.com/omnivigil and then click “Like” to stay informed at all times.

LinkedIn

Follow OMNIVIGIL's LinkedIn page to be sure to stay informed of the important news around our company. Visit our LinkedIn page at [linkedin.com/company/omnivigil-solutions](https://www.linkedin.com/company/omnivigil-solutions) and click "Follow" to stay informed.

Private Communications

Other communication tools are also available to partners to stay informed about the status of OMNIVIGIL's services. You could receive

- SMS messages by the OMNIVIGIL short code (**332211**) with information about an incident that may affect you or your customers.
- Email communications with additional or more complete information.

Our partners also have access to the list of clients and/or telephone numbers affected by an incident through our [OMNIconnect](#) portal.

HOW DO I GET TECHNICAL ASSISTANCE?

We suggest that customers who get our services through one of our partners (distributors) contact them directly. That said, technical support is offered to our partners and customers directly to the administrators of the customer account or to its users according to the rights assigned to them. The request for technical support can be for assistance in the use of a service or feature, for a simple configuration change, a technical problem, or a service interruption.

The request must be submitted directly to our technical support team by phone 1-844-666-4844 (**844-OMNIVIGIL**) and then option #2, or by dialling **611** on an OMNIVIGIL device or by email at support@omnivigil.com. During normal business hours, our customer service department guarantees ticket service for all types of requests. Outside regular business hours, only urgent or critical requests will be handled, other requests will be processed during normal business hours.

To help facilitate the process, please provide, in addition to the basic information, all the necessary details for the assessment of the needs for the resolution of the problem. Consider the following when making a request:

- **Requester:**
 - Your name, contact person, contact information (address, phone, email);
 - Your identity will be verified.
- **Customer:**
 - Customer account name and contact information (address, phone);
- **Affected Service or feature:**
 - For example, loss of quality on a call, change in configuration or change in performance of telephone number, fax, extension, voice mail, service, feature.
- **Detailed description:**
 - Observable pattern of activity.
 - Specific examples (2 to 3): When applicable, provide time, date, extension number, telephone number used.
 - Expected performance.
 - Impact (how many affected).
 - The MAC address of the device if the problem affects an extension.
 - Solutions attempted and observations that may help in resolving the problem.
 - Specific examples.

In some cases, you will be asked to provide a complete and accurate description and, if possible, the exact method for recreating the problem or failure affecting the service or resulting from its usage.

To fix the problem or malfunction, OMNIVIGIL may

- Request additional information, specific examples, to carry out tests with the customer, etc.
- Provide instructions for the proper operation of the service in a way different from that indicated in the documentation.
- Provide corrections or modification of parameters that allow normal use of the product or service.
- Provide additional information if the problem is due to a service, product or equipment not supplied by OMNIVIGIL.

If the request involves an action that requires the addition or removal of services, a new configuration, a change/scheduling request that requires more than 30 minutes or specific expertise, an on-site visit or an understanding of the customer's file and/or installation, partner assistance, it may be transferred to the partner's account.

TECHNICAL SUPPORT PROCESS

Technical Support Boundary Point

OMNIVIGIL offers technical support up to the edge of its IP network. Degradation due to events occurring to the client's hardware, services and equipment not provided by OMNIVIGIL are not covered by the ART (Average Response Time) of the technical support. This does not include the technical interoperability and compatibility of the client's equipment for service with OMNIVIGIL.

We remind you that the facility must be equipped with an Internet connection appropriate to all its needs and the equipment required for the proper functioning of these same telephone services. You are responsible for the configuration and operation of the equipment, the local network, its Internet connection, and their efficiency in transmitting and prioritizing voice traffic.

Technical Support Escalation Process

Any request for technical support must be made through a phone call or email directly to our technical support. The support staff will then formally create a ticket in the request processing system. Once well documented and confirmed (the detailed identification of the problem related to the OMNIVIGIL product or service), the request will be forwarded to level 1 support staff and handled according to the request prioritization and processing workflow detailed below.

Average Response Time (ART)

The **ART** is the time required for a member of our technical team to respond to a request (ticket) or actively work on it (email, phone). The **ART** starts once the request is well documented.

Resolution time (RT)

The **RT** is the resolution time. The resolution time of each request varies according to its type and degree of complexity. The RT is not included in the **ART** calculation.

Prioritization and request processing

Requests are classified according to the following priority with an associated ranking and processing time:

- **Urgent**
 - Affects one or more customers in the event of a complete or partial loss of telephone service.
 - Installation and configuration in progress (during business hours).
- **High**
 - A major issue that significantly but not entirely affects the use of a service or feature.
- **Average**
 - A problem with the operation of a telephone service or feature.
- **Normal**
 - Request for a configuration change or minor problem.

It goes without saying that the prioritization and processing of a request considered urgent or high priority will be treated as a top priority.

Average response time

The processing of your request is handled by members of the technical team according to the following levels and average response times (**ART**):

Level 1: ART 1–2 hours:

- Support while using a service or feature. Minor modifications to an extension, voicemail, call queuing behaviour, fax, automated attendant, and queue, etc.
 - Service additions, new configurations and requests requiring more knowledge of your file or installation will be referred to our account partner.
 - For customers of OMNIVIGIL's elite partners, requests will be automatically directed to our elite partner in charge of your account.
- Analysis of a product or service that does not perform as expected. Confirmation of the detailed identification of the problem related to OMNIVIGIL's product or service. Carry out an initial diagnosis, look for resolution using the help and procedures or complete the request if it is simple and the resolution time (**RT**) may be less than 1 to 8 business hours. After this time, the request will be transmitted to level 2.

If the request concerns an action that requires the addition of services, new configuration, call tracking or knowledge of the customer's file and/or installation, it will be assigned to the partner or to level 2 if there is no partner for the account.

Level 2: ART 2–4 hours:

- The identified problem requires in-depth knowledge and/or analysis. The resolution time (**RT**) can be from 1 to 8 business hours. After this period, the request will be forwarded to Level 3.
- If the problem seems to be outside OMNIVIGIL's scope, such as internal network problems, advisory solutions can be provided.

Level 3: ART 2–8 hours:

- The identified problem requires more in-depth analysis and technical knowledge. The resolution time (**RT**) can be from 1 to 8 business hours. After this time, the request will be forwarded to Level 4.
- *If the problem seems to be outside OMNIVIGIL's scope, such as internal network problems, advisory solutions can be provided.*

Level 4: ART 8 hours or more:

- The identified problem affects OMNIVIGIL's products, services or network or the customer's network. It is therefore escalated to the Network Operations Centre or to the Engineering Department. This also includes incidents as well as maintenance windows.
- *If the problem seems to be outside OMNIVIGIL's scope, such as internal network problems, advisory solutions can be provided.*

Request follow-up

Email exchanges and notifications will be sent throughout the process of a request.

Resolution

As soon as a request is resolved, we proceed to close the request and then an update of the knowledge base is performed to allow other technicians in the technical support centre to refer to it.

CALL TRACING REQUEST (*57)

After hanging up a call in which you experienced poor quality, pick up the telephone and dial *57, then wait for confirmation of the request. A quality problem notification about the call will be sent directly to the technical support department and the assigned partner to inform them of the situation.

A technical support agent will get in touch with you to tag the call and collect information on the problem encountered so it can be diagnosed. Note that the technical support team is authorized to analyze and potentially listen to the phone call if necessary, to diagnose the problem.

The analysis request will be processed into a ticket and the technical support process described above will be followed.

If the problem source seems to be coming from OMNIVIGIL's infrastructure or one of its suppliers, the request will be forwarded to our network operations centre for correction.

If the problem source appears to be outside its IP network boundaries (e.g. customer's local area network, telephone equipment, Internet providers), the technical support team will, if necessary, make suggestions and route the ticket directly to the account partner or customer as needed.

The technical support team also has the right to ignore a call tracing request through the *57 function if one or more questions or recommendations, made following previous requests, outside the OMNIVIGIL service IP networks boundaries remain unanswered or incomplete.

INCIDENT

We take any incidents affecting the quality and availability of our services very seriously. We are committed to supplying all the necessary efforts to providing the highest quality and seamless service required to ensure that we maintain the respect and trust of our employees, partners and customers.

To do so, we have more than 5500 automated monitors in place that keep a 24/7 eye on our facilities and various services as well as our carriers and suppliers.

In the case of a major incident (breakdown, service interruption, technical problem or any other failure impacting an essential service for one or more customers), OMNIVIGIL has implemented tools that can be used on a case-by-case basis to better inform you throughout an incident.

For example

- A message will be played when accessing our technical support contact centre at 1-844-666-4844 (**844-OMNIVIGIL**) followed by option #2, or by dialling **611**.
- A notice and the list of affected customers will be displayed on the home page of our “OMNIconnect” portal to each of our partners’ users.
- Notification is also sent to all subscribers at <https://omnivigil.statuspage.io>. For more information, please refer to the “System Status” section.
- If necessary, a notification by text message using the OMNIVIGIL short code 332211 can be sent to administrators and users with the “Telephony—Level 3” role at our partners.

Our steps for dealing effectively with an incident are described below:

- **Investigation**—This stage means that our team has possibly identified an incident that affects part of our services and is investigating to find out the true nature and impact of the incident.
- **Confirmed**—At this stage, our engineering team has identified the incident and is working hard to resolve it. Possible symptoms of this incident will be shared.
- **Resolved**— The incident has been resolved. Our team is monitoring to ensure that services remain stable.

An incident report with an assessment will be produced normally within 10 working days of the incident. A copy will be sent to partners and customers who will request it from our technical support or sales department. This report will contain a description of the incident, its impact on services, the affected system components, the duration of the incident according to the start and end time of the incident as well as the resolution and description of corrective actions implemented for the future.

MAINTENANCE PROCESS

Scheduled maintenance

The network operations centre carries out planned maintenance when necessary. A maintenance notice providing details on possible impacts and the expected time will be posted on our “System Status” page at <https://omnivigil.statuspage.io/> and is also available through our various websites.

Emergency Maintenance

The network operations centre performs emergency scheduled maintenance when necessary. A maintenance notice providing details on possible impacts and expected times will be posted on our “System Status” page at <https://omnivigil.statuspage.io/> also available through our various websites.

A notice by SMS short code **332211** could also be sent to administrators and users with the role “Telephony—Level 3” at our distributors.

NEW INSTALLATION/RELOCATION

Planned

It is always possible to plan the assistance of OMNIVIGIL's technical team for a new installation or a move outside working hours. The request must be submitted and accepted at least 48 working hours before the scheduled appointment. A fee of \$90/hour (30 minutes minimum) is applicable. The request must be sent by email to service@omnivigil.com with the following information:

- Client (name and account number)
- Applicant
- Contact information (email, cell phone)
- Planned date/time
- Type: New Installation or Relocation
- Description of the work
- Assistance requested

Unplanned

In the case of unplanned assistance by OMNIVIGIL's technical team for a new installation or a move outside working hours. A fee of \$150/hr (minimum 1 hour charged) will be invoiced directly. The request must be made directly by phone at 1-844-666-4844 (**844-OMNIVIGIL**) followed by option #2 by providing the information below:

- Customer (name and account number)
- Applicant
- Contact information (email, cell phone)
- Planned date/time
- Type: New Installation or Relocation
- Description of your work
- Assistance requested

OMNIVIGIL may refuse or delay the request for assistance.

CHANGE REQUEST/DEVELOPMENT PROCESS

OMNIVIGIL's products and services are in constant evolution. We are always open to any innovative ideas from customers or partners.

After checking with the account partner or the technical support team if the feature or service is not already in place, you will be able to request modifications or customization of a service, existing features, or the design of new functionalities. These requests require software development for which fees may be charged.

The request should be submitted directly to service@omnigil.com. The request may follow a process that, initially, will consist of gathering as much information as possible on requirements and detailed use cases.

The requests will then go through different stages of analysis followed by a service offer according to their prioritization, requested processing time, and so on.

CHANGE OF OWNERSHIP

In the event of a complete or partial sale of your organization or the transfer of one or more numbers to another account or to the competition, you must inform the customer service department at service@omnigil.com. Our team will be pleased to inform you of the procedure and provide you with the form for this procedure. If necessary, they can request assistance from the account partner.

ADDITION AND REMOVAL OF SERVICES

Requests to add services must be submitted directly to the account partner. OMNIVIGIL provides its partners with an online assistant through its "OMNIconnect" portal that allows them, in most cases, to add services or new numbers themselves without going through our customer service team.

If you need assistance in mastering this tool, contact the technical support service by phone at 1-844-666-4844 (**844-OMNIVIGIL**) followed by option #2, or by calling **611**.

Service removal requests should preferably be submitted to the account partner, who may forward them after validation to our customer service department at service@omnigil.com. A service withdrawn remains billable and payable until the end of the month.

RETURN AND EXCHANGE OF MERCHANDISE

A device purchased from OMNIVIGIL may be returned for one of two reasons:

- Return of goods (not suitable)
- Warranty Exchange through Return Merchandise Authorization (RMA)

Return of merchandise

To obtain a refund for an item that does not suit you, you must contact our customer service department at service@omnivigil.com. You have 10 days from the date of reception of the package to make your return.

1. A refund will be made for the total amount of the purchase minus a 20% restock fee. Please note that shipping costs are the responsibility of the sender.
2. The restock fee (20% of the purchase amount) also applies when the return is due to an error on your part (quantity, model or other).

If the return was the result of an error on OMNIVIGIL's part, return shipping and restock fees will not be charged and you will be offered a new shipment or a full refund of your order.

The items returned must be in **mint condition**: i.e. unused, undamaged, clean, odourless, free of animal hair, and with the original tags, accessories, and packaging.

Additional return fees will apply if the item is no longer in new condition and/or accessories are missing. Also, an item that is **unfit for resale**, especially when used or returned after the prescribed time limit, is non-refundable. The item will then be reshipped to you and we will invoice you a \$25 shipping fee.

An order refused on delivery will be returned under the same conditions as a return of goods (see point 1 above), i.e. a fee of 20% of the purchase amount will be charged.

The refund of an order will be made exclusively by the same method of payment used for the initial purchase, without exception.

Exchange of Goods Under Warranty

In the event of defective equipment, you will find below the process for requesting an exchange of defective equipment for repair, replacement, or refund. The process is subject to the purchase limit of the product and its warranty.

Request Process

1. You must submit your request to our technical support team. A first remote diagnosis will be made to confirm the malfunction of the device.
2. Once the first diagnosis is completed, you will need to send a copy of the purchase invoice for the equipment.
3. A customer service authorization for the return of the equipment will be given following the verification of the deadline and the warranty.
4. A return number will be given to you along with the instructions below.
5. Once in hand, the product will be re-verified and diagnosed by the support team to confirm that the equipment has broken and that it is not a malfunction caused by abusive use.

Return instructions

It is important for you to return your merchandise (RMA) in conformity with the following instructions. RMA may be refused and/or subject to additional charges if the instructions are not followed. If you wish to make any changes to your RMA, including the addition and/or removal of units, it must be approved by OMNIVIGIL prior to shipment.

- RMA must be received within 15 days of the date the request was accepted.
 - Send the merchandise with all accessories and components in their original packaging (if possible). The defective product(s).
 - The power adapter(s).
 - The network wire(s).
 - The complete printout of the RMA request.
 - The proof of purchase (invoice) for each product.
- Do not write on the outside of the boxes.
- Remove the shipping label without damaging the box, if possible.
- For multiple boxes, note the ticket number on each label.

Return options

All returns will be inspected, nonconforming returned items will be shipped back to you at your expense. To return the product choose one of the 2 options below:

- **Shipping**—Ship them using a prepaid courier (place all products in a second box with all accessories) to the address below.
- **Deposit**—Deliver them in person to our technical support team located at our Quebec City office at the address below with the complete RMA request form, the proof of purchase (invoice) for each product and the RMA #Ticket return number.

Return address

ATTN: RMA #Ticket
OMNIVIGIL Solutions
1425 Blvd René-Lévesque W, Montréal, QC H3G 1T7
Telephone: 418-380-6063

Replacement device

Once the device damage has been confirmed, a replacement device will be given or sent to you and the request will be closed as solved.

TEMPORARY NUMBER

Upon request, OMNIVIGIL can provide a temporary telephone number to ease the transfer of new numbers or the configuration of services. Once portability is completed, it is important to remove these temporary numbers from the customer account and then notify our customer service department at service@omnigil.com. Both the service and the number will be removed. If the number remains in the account, a monthly fee may be charged.