

VoIPVN <http://voip.com.vn>

# 3CX Professional Edition 16SC Support - 1 Year (3CXPSPROES)



Product Name: 3CX Professional Edition 16SC Support - 1 Year (3CXPSPROES)

Manufacturer: 3CX

Model Number: 3CXPSPROES

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3CX Support packages Although VoIPon recommends obtaining support via a 3CX partner, we do have support packages available for customers that can not find a suitable partner in their area. Support is available via email, live chat and phone and includes the following:

- Help on configuring 3CX Phone System and questions in relation to its operation
- Troubleshooting of external extensions and bridges via Tunnel
- Help with configuration of supported phones
- Troubleshooting of supported gateways and interface cards in 3CX with standard templated configuration
- Analysis of SIP logs in case of interoperability issues with supported VOIP provider, IP Phone or Gateway Supported ITSPs / Vendors only
- In the case of unsupported VoIP providers, we will determine if it is a vendor/provider problem or a 3CX issue and will direct customers to vendor/provider if it is the former, with our findings

NOT included

- Remote installation
- Unsupported SIP Phones, Gateways or cards
- Non-standard configurations of devices
- Configuration of phones beyond provisioned templates
- Remote extension and bridge support that does not use the tunnel
- Troubleshooting unsupported VoIP Providers. We will give pointers but we can not guarantee interoperability with all providers

These items involve 3rd party products and networks outside of the control of 3CX and support may only be available via Best Effort Professional Service Fees at an hourly rate.

**Price: £193.20**

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