

D.C.S. Switchvox Rescue Terms

- Switchvox Rescue is a failover service which provides the following: (1) Switchvox Rescue Image Storage: The capability of a Switchvox Customer with a current subscription and DCS SIP Trunk to automate the periodic transfer of a Rescue image to Digium Cloud Services through the Switchvox Management Web Interface; (2) Switchvox Rescue Image Deployment Automation: Automation routines necessary to create a Rescue instance, and allow for administrative access to DCS support personnel; and (3) Switchvox Rescue Support and User Control: Web application pages accessible to DCS support personnel and/or the Customer for the creation and destruction of a rescue instance.
- In order to provide Switchvox Rescue Digium Cloud Services must receive daily configuration information from Customer. This will be automated. However in circumstances beyond Digium Cloud Service's control, such as lost internet connectivity on Customer's end, configuration information may not be provided. DCS will provide notification to Customer of failure to receive configuration information within 48 hours, 72 hours, and one week of the failure. If Customer fails to provide configuration information to DCS within one month of the failure DCS will upon notification to Customer suspend Switchvox Rescue. Switchvox Rescue will remain suspended until Customer provides the configuration information.
- In order to enroll in the Switchvox Rescue service, the Customer must meet the following requirements:
 - Customer must own a Switchvox appliance with current subscriptions.
 - Customer's Switchvox appliance must be running a version of the Switchvox software not older than the last 2 version (e.g. - current version 5.11, must be running 5.11.X or 5.10.X).
 - Customer must be subscribed to Digium Cloud Service's SIP Trunking service.
 - Customer must have one 911 capable DID assigned to their DCS SIP trunk.
 - Customer must be subscribed to Digium Cloud Service's Switchvox Rescue service.
 - Customer must have extension call rules in place to cascade calls out to 10-digit numbers for all extensions that need to continue to function after the Rescue service is activated.
- The Switchvox appliance Customer must enable the Switchvox Rescue service via the administrator's GUI of their Switchvox system.
- Digium Cloud Services will store 2 days worth of system configuration information for the Customer's Switchvox appliance in Digium Cloud Service's cloud.
- The configuration image used for Switchvox Rescue is purpose-built and is not available to the customer to restore their unit from failure outside of the Switchvox Rescue service.
- To request activation of the Rescue service, the Customer must initiate a support request.
- When a Rescue case is created, Digium Cloud Services will activate a temporary Switchvox Cloud system, apply the stored Rescue configuration image and route calls to Customer number(s) to that temporary system.

- The Switchvox Rescue service will remain in place until the Customer requests that it be deactivated or 7 calendar days, whichever occurs first.
- While the Switchvox Rescue service is activated, the Customer will continue to be charged for their SIP trunking services at their contract rate.
- If the Customer continues to utilize the Switchvox Rescue service beyond 7 calendar days, a daily server rental fee of \$10.00 will be applied to the Customer's subscription for as long as the Switchvox Rescue service remains active beyond the standard service window.
- While Switchvox Rescue is enabled not all features and functionality of Switchvox will be available. For purposes of example only: Switchvox backups will not be able to be made while in Switchvox Rescue mode.
- Customer is responsible for image creation for their Switchvox. Pursuant to the DCS Terms of Service DCS periodically does maintenance. Image file creation will not work during maintenance. Customer is responsible for rescheduling image file creation scheduled to occur during maintenance and for ensuring image files are successful.
- Switchvox will only be restored back to the point of the last good image file. For example, if Switchvox Rescue is enabled on September 8, 2014 and the last image file made by Customer was August 8, 2014 then that is the date Switchvox will be restored to.
- Effective immediately upon termination or expiration of the DCS Terms of Service all Customer Data held by DCS in order to deploy Customer's instance of Switchvox Rescue will be destroyed. Customer Data is defined as any Customer specific content residing on or traversing through the platform providing Switchvox Rescue such as backup data and configuration files.
- Customer is responsible for ensuring only authorized contacts contact DCS to enable Switchvox Rescue.
- DCS is responsible for restoring data within the requirements of this Agreement. Customer is responsible for getting Switchvox up and running as certain things may need to be reconfigured when Switchvox Rescue is enabled. For example only, call queues may not operate correctly since SIP phones are not connected.
- The Digium Cloud Services Terms of Use which Customer previously accepted apply and are incorporated herein by reference.