

Mobinex  
Customer  
Support  
Services



enhance the **mobile experience**

# Table of Contents

1. Introduction.....	3
2. Support Levels.....	3
3. Support Items.....	4
4. Reporting Requirements.....	4
5. New Features and Product Roadmap.....	4
6. Contact.....	4

# 1. Introduction

This document describes Mobinex Support levels and their classifications according to their nature and response times. The required response times for the trouble shooting and resolution are described according to their priorities.

## 2. Support Levels

**Minor:** Minor support is provided during the development and enhancement stages of the project for minor errors which do not cause a malfunction of the software.

**Medium:** Medium support is provided during the development stage, in the case of malfunction of Smartface Designer or Smartface Server.

**Major:** Major support is provided during live applications when the application crashes or an error occurs during the run-time of the application which would affect the end users.

Mobinex Support Team determines the Support Level for the call and announces it with the support provided.

Support Level	Response Time	Maximum Resolution Time	Support Items
Minor	24-hour	1-month	E-mail Support Online Technical Information Knowledge Base and FAQ
Medium	6-hour	1-week	E-mail Support Online Technical Information Knowledge Base and FAQ Telephone Support
Major	1-hour	3-day	E-mail Support Online Technical Information Knowledge Base and FAQ Telephone Support Account Management

### 3. Support Items

**E-mail Support:** Mobinex Support Team categorizes the problem and defines the necessary steps as soon as possible.

**Online Technical Information and FAQ:** Miniport includes the most necessary technical documents, frequently asked questions and their answers.

See <http://support.smartface.biz> for Smartface Platform Knowledge Base.

**Telephone Support:** After E-mail Support, Telephone Support is provided if necessary.

**Account Management:** Technical account managers will provide an end-to-end support bringing a resolution to the problem.

### 4. Reporting Requirements

To decrease time to response during the support process, the following steps should be taken before a call.

- The installed Smartface components should be up to date.
- Knowledge Base and FAQ should be checked to see whether the same issue exists or not.
- The environment in which Smartface components run should be reported.
- Questions, problems and errors should be defined step by step in detail.

### 5. New Features and Product Roadmap

Nature of new support requests will be evaluated by the Product Management Team. When a request is determined as a new product feature or enhancement, it will be added to the Product Roadmap and a development plan will be made. Mobinex updates its Product Roadmap on a 6-month basis and announces them to its customers and partners.

### 6. Contact

Unlimited support is provided by Mobinex Support Team. To learn more about Mobinex Support or any other support offerings, please visit Support page at <http://www.mobinex.biz> and fill Mobinex Support Inquiry Form.

## Author

Bihter Ozen

Test & QA

bihter.ozen@mobinex.biz

## About Mobinex

Mobinex, as the leading provider of mobile applications and on-device solutions, is dedicated to increasing revenues of mobile operators, content providers, media companies and enterprises with compelling user experiences.

## About Smartface Platform

Company's flagship product Smartface Platform enables fast publishing of mobile applications which combines handset functionality, network and content features, and rich user interface. Smartface Platform helps mobile ecosystem to empower mobile data services and allow for the user experience to be customized over-the-air.

## Published May 2009

Copyright © 2009 Mobinex, Inc. All rights reserved. This document and the software which it describes are furnished under license and may only be used in accordance with the terms of such license.

The content of this guide is for informational use only and should not be construed as a commitment by Mobinex. Mobinex assumes no responsibility or liability for any errors or inaccuracies that may appear in this publication.

No part of this manual may be copied, photocopied, reproduced, translated or converted to any electronic or machine-readable form without the prior written permission of Mobinex.

<http://www.mobinex.biz>