

## **Customer Terms of Service Service and Support Information & Guidelines**

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### **Purpose:**

This document provides the information and guidelines for our customers as it relates to our Terms of Service in regards to communications, interactions and troubleshooting with our service and support teams..

### **TOS Service & Support**

Please Note: This is just a portion of the Terms of Service on our website.

Section: 2. EQUIPMENT AND REQUIREMENTS FOR PROVISION OF THE SERVICE

Bertram sends important updates from time to time via email containing information that Customers need to know. It is Customer's responsibility to make sure Bertram has Customer's correct and current contact email and mailing addresses as well as phone numbers. Late notices, network updates, billing rate changes, warnings, etc. are all emailed out to Customers. It is Customer's responsibility to be sure Bertram is not on your spam lists (if you are using an email address that does not belong to Bertram).

In order for Bertram's staff to provide the best possible support for Customers, Bertram has established, time-tested support procedures to work through almost any issue that a Customer may encounter. Any support request to Bertram is required to follow these procedures as they have proven over time, to be over ninety percent effective in resolving most Customer issues and reducing Customer down time. One of these procedures is called the "By-Pass" process. It is highly recommended that Customer obtain the equipment in order to perform this process. This process significantly increases the efficiency of troubleshooting, resulting in more quickly working the issue to resolution. If a service work order has to be created in order for a service technician to travel onsite to perform service at your location, such service is not covered by any current program and Bertram will bill Customer a trip charge and will also bill for time and materials necessary to resolve the issue per Bertram's current standard rates. Customers that elect to opt out of following these procedures, generally explained by a customer support or service technician during the troubleshooting process with the Customer, will have this information noted in their account.

**Please See Next Page for Continued Information.**

Section:

## 2. EQUIPMENT AND REQUIREMENTS FOR PROVISION OF THE SERVICE - Continued

No support/service technician will tolerate belligerent, abusive or uncivilized contact from any Customer. The support/service technician will terminate the call and/or contact if this occurs and if on site leave the site as appropriate. Please be aware that customer support for physical hardware only includes support for Bertram's equipment. In most cases this is the cable leading up to and attaching to any router or network device in Customer's business or home. Bertram does not provide service support for Customer's choice of network device. Customers must call the appropriate manufacturer of such network device(s) for support.

Bertram does not provide support or service for X-Box, Wii, personal computers or any other gaming device; as such devices are considered part of the customers personal network devices. If Customer has a wireless router and calls Bertram for technical support, Bertram may ask Customer to bypass the router and connect to the subscriber module or Customer premise equipment (radio) as the case may be. If Customer's device connects to the internet and Bertram can determine a connection, this eliminates the issue occurring from Bertram's tower to Customer's premise equipment (radio) and shows that the issue resides within Customer's personal network.

### Again

**Please Note:** there is more information in the TOS for both this section and other important sections. You can find the full information on our website at the bottom of the page.

For Example:



