

Professional Service Agreement

The following pre-installation Professional Service Agreement (PSA) is to be filled in for any professional service installation of the Session Border Controller.

All the terms and configuration must be mutually agreed upon by the customer and Sangoma Customer Service Engineer prior to the professional service activity start.

A copy of the SBC Professional Service Agreement can be downloaded here:



Included in the agreement document is an "SBC Site Survey", Detail Network Diagrams, and Installation Schedule, which details all the SBC network components and timeframes for the Sangoma Customer Service Engineer requires the customer to complete the Professional Service activity.

The PSA ensures that all parties involved in the installation are aware of the prerequisites, requirements, responsibilities, timeframes and network topology. All the various components can be obtained by the ITSP and PBX vendor or Service Integrator.