



# **SkinnyOffice: Technical Sufficiency Requirements**



Use of WorkSpace, Voice and/or Facsimile services provided by TierFive (collectively “TierFive”, “SkinnyOffice”, “Service Provider” “us”, “we”, “our”) are subject to this Technical Sufficiency Policy. This Numbering Policy incorporated into and made a part of the Master Services Agreement.

Use of SkinnyOffice products and services (collectively, “Services”) is dependent on meeting these Technical Sufficiency Criteria. These Technical Sufficiency Criteria are incorporated into and made a part of the applicable Master Services Agreement.

**Connectivity:**

The Services require a properly-configured, high performance, enterprise-grade broadband IP network and connection capable of providing sustained capabilities of 3Mbps download speed and 1.5 Mbps upload speed with less than 40ms latency per user of the SkinnyOffice services at each site measured with speedtest.net

. Use of the Services with any network, services, or connection not compatible with the Services may result in partial or complete unavailability, interruption, or underperformance of the Services or other services utilizing the same network, services, or connection. Likewise, 2G, 3G, Mobile Wireless networks are not supported. LTE Mobile Wireless networks are only supported for use as emergency backup in the event customer’s primary Internet connection is temporarily unavailable. 802.11A, 802.11B, and 802.11G WiFi connections are also unsupported. Customer will provide and maintain, at its own cost unless other agreement has been made with SkinnyOffice, an IP network, services, and connection meeting the foregoing standard and all equipment necessary for the Services to connect to and use such network, services, and connection.

**International Calling:**

To minimize unauthorized use, (a) disable international calling for all Voice Services, extensions or Accounts for which such calling activity is available are disabled by default and can be activated by opening a Service Ticket on the SkinnyOffice customer portal.

**Supported Operating Systems:**

As a best practice SkinnyOffice recommends running the latest version of operating system your device will support for access SkinnyOffice Services for the most secure and reliable experience. The following platforms are currently supported for accessing SkinnyOffice WorkSpace services Windows 10 and Later, MacOS 10.13 and Later, iOS 13 and Later, Android 10 and Later

## About SkinnyOffice:

**Web:** [www.skinnyoffice.net](http://www.skinnyoffice.net)

**Email:** [info@skinnyoffice.net](mailto:info@skinnyoffice.net)

**Phone:** (888) 854-1949

### About:

**SkinyOffice** provides enterprise class IT solutions at a price Small Businesses can afford and budget. We have tailored our solutions specifically to help small business owners overcome the struggles that often come with affording modern IT solutions and the staffing needed to keep pace with your competitors. We provide, manage, and support everything your growing business needs to remain secure and productive. Whether we are serving as your Virtual CIO and IT Department or supplementing your existing IT team; we are committed to your success.

**SkinyOffice is a TierFive Solution**



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