

## GoldSeal Support Options for Avaya

Offering	GoldSeal Support	GoldSeal Plus	GoldSeal BOH	GoldSeal Incident
Support Hours	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2 afterhours will be charged at time an half	9 a.m. - 5 p.m. local time (Continental U.S.)
Language	English			
Documentation	Access to product documentation including: product manuals, technical guides, FAQs, software release notes		N/A	N/A
Online Tools	Access to online tools and customer support case management			
Limits	Unlimited	Unlimited	BH: 30 min minimum, 15 min increments per call; OOH: 1 hr min, 30 min increments per call	One incident per issue
Updates	Access to Feature releases and software updates		N/A	N/A
Support Resources				
Service Desk Engineer	●	●	●	●
Designated Technical Support Engineer	Optional	Optional	N/A	N/A
Dedicated Technical Support Engineer	Optional	Optional	N/A	N/A
Upgrade and Release Planning	●	●	●	N/A
Reporting				
Customer Generated Reports	●	●	●	●
Service Delivery Reporting Quarterly	Optional	Optional	●	N/A
Service Delivery Reporting Quarterly Review, Remote	Optional	Optional	●	N/A
Annual Health Check and Report	Optional	Optional	●	N/A
Access Method				
Online Portal Access	●	●	●	●
Hardware Replacement				
Advanced Replacement - Four-Hours Part Delivery	● <sup>2</sup>	● <sup>2</sup>	● <sup>2</sup>	● <sup>2</sup>
Hardware Replacement Next Business Day	● <sup>2</sup>	● <sup>2</sup>	● <sup>2</sup>	● <sup>2</sup>
RMA Phone Support	●	●	●	●
OnSite Resources				
On-site Technician for Replacement Part Install, Scheduled	Optional	Optional	Optional	Optional
Smart Hands Dispatch	Optional	Optional	Optional	Optional

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<b>Training</b>				
Help-Desk Assistance Remedial - Knowledge Transfer	●	●	●	N/A
Customized Product Training	Optional	Optional	●	N/A
Product Certification Training	N/A	N/A	N/A	N/A
<b>Service Type</b>				
Term Support Agreement	●	●	N/A	N/A
Prepaid Block of Time	N/A	N/A	●	N/A
Pre-Purchased Incidents	N/A	N/A	N/A	●
<b>Support Elements</b>				
Email Support - 1 Business Day	●	●	●	●
Tier I Support	●	●	●	●
Tier II Support	●	●	●	●
Tier III Support	● <sup>1</sup>	● <sup>1</sup>	● <sup>1</sup>	● <sup>1</sup>
Tier IV Support	● <sup>1</sup>	● <sup>1</sup>	● <sup>1</sup>	● <sup>1</sup>
Software Support	●	●	●	N/A
Software Updates	● <sup>1</sup>	● <sup>1</sup>	● <sup>1</sup>	N/A
Resource Reservation	●	●	●	N/A
Escalation Support 8x5	● <sup>1</sup>	● <sup>1</sup>	● <sup>1</sup>	● <sup>1</sup>
<b>Additional Support Features</b>				
Assisted Remote Access	●	●	●	●
<b>Service Level</b>				
Standard Service Level Objectives	●	●	●	●
<b>Additional Services</b>				
Asset Tracking	Optional	Optional	N/A	N/A
MAC Assist - Basic	●	●	●	N/A
MAC Assistance - Complex	N/A	●	●	N/A
Startup Installation Assistance	●	●	●	N/A
Proactive End-of-Life Monitoring	Optional	Optional	N/A	N/A

<sup>1</sup>Requires an existing manufacturer's support contract and Letter Of Agency<sup>2</sup>Requires an APR contract