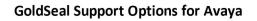
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## **GoldSeal Support Options for Avaya**

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 release	es 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		



Offering	GoldSeal Support	GoldSeal Plus	GoldSeal BOH	GoldSeal Incident
Training				
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
Service Type				
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	•
Support Elements				
Email Support - 1 Business Day	•	•	•	•
Tier I Support	•	•	•	•
Tier II Support	•	•	•	•
Tier III Support	$\bullet^1$	$\bullet^1$	• <sup>1</sup>	• <sup>1</sup>
Tier IV Support	• <sup>1</sup>	$\bullet^1$	• <sup>1</sup>	• <sup>1</sup>
Software Support	•	•	•	N/A
Software Updates	$\bullet^1$	$\bullet^1$	• <sup>1</sup>	N/A
Resource Reservation	•	•	•	N/A
Escalation Support 8x5	• <sup>1</sup>	$\bullet^1$	• <sup>1</sup>	• <sup>1</sup>
Additional Support Features				
Assisted Remote Access	•	•	•	•
Service Level				
Standard Service Level Objectives	•	•	•	•
Additional Services				
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

GoldSeal AVAYA

 $^1\mbox{Requires}$  an existing manufacturer's support contract and Letter Of Agency  $^2\mbox{Requires}$  an APR contract