

Ribbon Support Options



GoldSeal Support Options for Ribbon

Offering	GoldSeal Standard	GoldSeal Enhanced	GoldSeal Premium	GoldSeal Software Only	GoldSeal BOH	GoldSeal Incident Pack
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	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.) 24x7 P1 and P2
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	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	Patch releases only	All Software releases			N/A	N/A
Support Resources						
Service Desk Engineer	●	●	●	●	●	●
Designated Technical Support Engineer	Optional	Optional	Optional	Optional	Optional	N/A
Dedicated Technical Support Engineer	Optional	Optional	Optional	N/A	N/A	N/A
Shared Technical Account Manager	Optional	Optional	Optional	N/A	N/A	N/A
Upgrade and Release Planning	Optional	Optional	Optional	Optional	●	N/A
Reporting						
Customer Generated Reports	●	●	●	●	●	●
Service Delivery Reporting Quarterly	Optional	Optional	Optional	Optional	Optional	N/A
Service Delivery Reporting Quarterly Review, Remote	Optional	Optional	Optional	Optional	Optional	N/A
Annual Health Check and Report	Optional	Optional	Optional	N/A	N/A	N/A
Access Method						
Online Portal Access	●	●	●	●	●	●
Hardware Replacement						
Advanced Replacement - Next Business Day Ship	N/A	N/A	●	N/A	N/A	N/A
30-Day Return and Repair Hardware Replacement	●	●	N/A	N/A	N/A	N/A
RMA Phone Support	●	●	●	N/A	N/A	N/A
OnSite Resources						
On-site Technician for Replacement Part Install, Scheduled	Optional	Optional	Optional	N/A	Optional	Optional
Smart Hands Dispatch	Optional	Optional	Optional	N/A	Optional	Optional
Training						
Customized Product Training	Optional	Optional	Optional	Optional	Optional	N/A
Product Certification Training	Optional	Optional	Optional	N/A	N/A	N/A
Service Type						
Annual Support Agreement	●	●	●	●	N/A	N/A
Prepaid Block of Time	N/A	N/A	N/A	N/A	●	N/A
Pre-Purchased Incidents	N/A	N/A	N/A	N/A	N/A	●
Support Elements						
Email Support - 1 Business Day	●	●	●	●	●	●
Tier I Support	●	●	●	●	●	●
Tier II Support	●	●	●	●	●	●
Tier III Support	●	●	●	●	● ¹	● ¹
Tier IV Support	●	●	●	●	● ¹	● ¹
Escalation Support 8x5	●	N/A	N/A	N/A	● ¹	● ¹
Escalation Support 24x7	N/A	●	●	●	● ¹	● ¹

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Additional Support Features						
Assisted Remote Access	•	•	•	•	•	•
Service Level						
Standard Service Level Objectives	•	•	•	•	•	•
Additional Services						
Asset Tracking	Optional	Optional	Optional	Optional	N/A	N/A
MAC Assist - Basic	•	•	•	•	•	•
MAC Assistance - Complex	Optional	Optional	Optional	N/A	•	•
Startup Installation Assistance	•	•	•	•	•	N/A
Proactive End-of-Life Monitoring	Optional	Optional	Optional	Optional	N/A	N/A

¹Requires an existing manufacturer maintenance contract