Vive Communication has tailored 3 maintenance contract options available in either 24x7 or 8x5. Whether you require emergency onsite technical support or merely wish to remotely reset a user’s voice mail password. There are no requirements is too big or too small. All of our maintenance contracts are designed to make your life easier and assure you guaranteed SLA responses for service impacting outages and Priority queueing for non-critical MAC (Moves adds and Changes).

See our below option’s

 **Silver-** Our Basic remote support contract. Includes remote MAC (Moves adds and changes) reactive remote diagnostics which allows for faster recovery for system outages and minimizing your downtime.

 **Gold-** Our base level remote and hardware coverage contract. Includes remote MAC (Moves adds and changes) reactive system monitoring and diagnostics. Free hardware replacement of IP Office Core components and onsite labor for covered equipment with Guaranteed SLA’s (service level agreements). 15% Discount for onsite rates for moves, adds and changes (MAC).

 **Platinum-** Vive Communications flagship maintenance coverage. Includes remote MAC (Moves adds and changes reactive system alarm monitoring and diagnostics. Free labor and hardware replacement coverage of IP Office Core components including APR (Advanced Parts Replacement) with Guaranteed SLA’s (service level agreements) for core components, Free APR of Avaya telsets shipped to site. All specified Non Avaya adjuncts on contract covered for free hardware replacement. IE Bogen paging, Fax finder/server, Xima, Zeacom. 15% Discount for onsite (MAC) rates for moves, adds and changes. Service related patch management.

**Maintenance benefits:**

Remote access = Less down time

Priority response = Guaranteed SLA’s

Annual invoicing or flexible payment plans

Known budget costs

Reduced administration

Accredited engineers



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