






Maintenance and Support

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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Support Level	Severity	Initial Target response	Target Work effort	Communicatrion plan	Impact
8x5	P1	2 hours (8x5)	Continuous in service hours until resolved between 8x5	Daily call or email	Critical system outage at least 50% of system down
	P2	4 hours (8x5)	Daily until resolved 8x5	Daily call or email	Customer able to perform job function but performance is severely limited
	P3	8 hours (8x5)	Complete within 24 hours 8x5	Daily call or email	Minimal system impact; includes feature requests, MAC and other non-critical questions
24x7	P1	2 hours (24x7)	Continuous in service hours until resolved between 24x7	Daily call or email	Critical system outage at least 50% of system down
	P2	4 hours (24x7)	Daily until resolved with in customer business hours	Daily call or email	Customer able to perform job function but performance is severely limited
	P3	8 hours 8x5	Complete within 24 hours 8x5	Daily call or email	Minimal system impact; includes feature requests, MAC and other non-critical questions