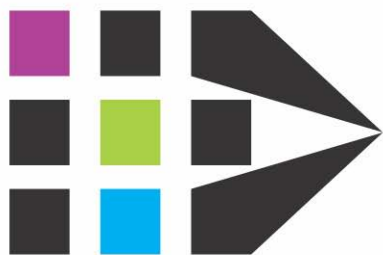


# Service & Support of your Avaya IP Office

**Business maintenance options  
for *your* business**



**Complete**  
**Communications Inc.**

# Our services and support package

We are happy to offer the below items as part of our standard Service and Support agreement. Should you wish to tailor your agreement, turn to the next page 'Tailor your support package'.

## Product service program

Our product specialists have strong relationships with our vendors so we can resolve any issues with warranty, design or system integration.

Even if Complete Communications Inc. did not install the current system, we are able to support and upgrade software so you never have to feel you're locked in to your current provider.

And, when vendors discontinue their support we will continue to service your system. This means you choose when you're ready to upgrade or refresh your technology.

## Advanced replacement

Hardware replacements are held in our Edmonton warehouse. We also have additional resources to call upon in both Canada and the USA should these be required. This means fast product replacements wherever your site(s) are located.

## Guaranteed response times

Giving response time guarantees, which are determined by your Business Schedule, ensures we set out to achieve agreed target resolution times. This means your system will be fixed in a timely manner, allowing you to communicate your support schedule internally.

## Manufacturer support services\*

This includes manufacturer software correction patches, level 4 technical support for assistance and problem diagnosis and escalations to R&D.

\*Requires a valid IPOSS contract, included with all maintenance packages

## UNLIMITED Remote Programming! \*\*

Get unlimited remote programming for any change you require! As long as it can be done remotely you will never have to pay for programming changes.

\*\*Unlimited remote programming, maximum of 30 minutes per remote for Business Care, no limit per remote for Business Complete Care. Customer responsible for ensuring remote access is granted.

## 24/7 service and support

Phone, email, web or fax! By any means, we believe an open dialogue helps understanding and productivity. Our friendly service desk is always available to help with technical or operational issues. Often we can help you on the spot. Otherwise, we'll log your issue with a technical expert and will keep you informed every step of the way.

Leave it with us to manage your problems so you can concentrate on business operations.

We're also a great place for advice! If you're not sure how to use something or feel you'd like to do more with your communications system, our service desk is available to offer advice or direct you to an expert for help.

## Industry benchmarking and reporting

We believe in excellence in everything we do. Our Service & Support team provides periodic reports on our performance and benchmark this to industry standards to ensure you are always receiving best-in-class support.

# Tailor your support package

Our optional extras have been designed to suit your individual requirements. Should you be interested in any of the below we can provide a quote tailored to your business requirements.

## Moves, adds and changes

If you're operating in an evolving environment we can define a set number of moves, adds and changes to help you forecast business expenditure. Or, if you're not sure about future changes, we can provide competitive rates for requests on a project-by-project basis.

## Premium replacement

Replacement time is reduced to same-day service. Stock will be held at Complete Communications in order to facilitate your service-levels. You can enhance your SLA by using Ultimate Replacement. For more information see 'Support and Hardware spares options' on page 4.

## Ultimate Replacement

We determine specific stock requirements which are then purchased for sole use by your business. Stock can be held either at your site(s) or at Complete Communications.

## Reporting and training

We can provide additional reporting and identify any training or education requirements that your employees may need. A bespoke training program may then be developed and held either on or offsite to help maximize your communications systems potential.

## Data backup

IP Office system programming and configuration is backed up every time a programming change is made. In the event of a catastrophic failure, we can use this information to get you back up and running much faster than a complete reprogram of your system.

## Audit services

Whether you're planning to upgrade, forecasting your annual budget or you simply have concerns with your current communication systems, we can help. Our audit services identify risks and assist future planning.

- Cabling system audit
- Communications room audit
- Hardware capacity audit
- Carrier connections audit
- User device audit

# Support & hardware plan options

## SUPPORT PLANS

When selecting the appropriate coverage and response time package for your business you can choose from one of our standard offerings below, or you can select 'Custom Support' and determine the level of cover and speed of response that suits your needs. As standard, packages include hardware support excluding software and third party products (e.g. headsets, external voicemail systems etc.).

	Business Care	Business Complete Care
<b>Coverage Hours</b>	Monday to Friday, 8.00am to 4.30pm (excluding public holidays)	<b>24/7 (including public holidays)</b>
<b>Response Minor*</b>	24 Hours	<b>8 Hours</b>
<b>Response Major*</b>	2 Hours	2 Hours
<b>Remote Programming for faults</b>	Included	Included
<b>Remote Programming for MAC's (moves, adds &amp; changes)</b>	Included <i>(30 minutes max per remote)</i>	Included <i>(no limit per remote)</i>
<b>On-site labor for faults</b>	Included	Included
<b>On-site labor MAC's</b>	Excluded (chargeable)	Excluded (chargeable)
<b>Handsets</b>	Excluded	<b>Included</b>
<b>Premium Replacement Spares</b>	Included	Included
<b>Remote Backup</b>	Annually	<b>Quarterly</b>

\*Response time is available within nominated coverage hours

## HARDWARE SPARES

Selecting the replacement times and stocking requirements varies from business to business. Choose the spares plan that suits your needs.

TYPE AND DESCRIPTION	DETAIL
<p><b>Premium Replacement</b> You, the client, share a pool of stock which is held at Complete Communications solely for the use of maintained customers.</p>	<ul style="list-style-type: none"> <li>• Replacement usually within 1-2 days</li> <li>• Includes most voice and data products</li> <li>• Stock isn't guaranteed and may need to be shipped</li> </ul>
<p><b>Ultimate Replacement</b> You, as the client, determine stock requirements which are then purchased and used for your business only. Stock can either be held at your site(s) or at Complete Communications.</p>	<ul style="list-style-type: none"> <li>• Replacement time as determined by agreement</li> <li>• Includes any product determined by agreement</li> </ul>