



## Avaya Global Services

### Small and Medium Enterprise Solution Maintenance Agreement

With today's declining revenues, businesses more than ever, need to maintain their communication systems. Communication outages can not only cost your business money, they can cause customer defections, reducing revenue.

How do you plan for emergencies such as a fire, flood or a hurricane? What are your options if your communication system is completely disabled? Or what if you have a temporary outage due to events such as a power surge? Your business should not be hampered by communication outages. Your ability to quickly respond to these situations can be the difference between revenue loss or gain.

An Avaya Global Service Maintenance Agreement is designed to help you and your business respond to these emergencies and much more. A Global Services Maintenance Agreement can only can protect your communication system in the event of an outage - it can provide you with proactive notification before you even realize there is an issue.

Avaya Global Services Maintenance Agreement provides support at whatever level of coverage makes sense for your business, budget, and needs. This comprehensive support is available for our small enterprise solutions including: Avaya IP Office,

Avaya PARTNER® Small Office Edition, Avaya PARTNER® Advanced Communications System (ACS), Avaya MERLIN® MAGIX Integrated System, and Avaya MERLIN® LEGEND systems.

### Avaya Global Services Maintenance Agreement Features

Avaya technicians are trained extensively on your equipment and are prepared to work with you in addressing your maintenance needs, which may include messaging, conferencing, contact centers, networking, and IP applications. A dedicated modem connection, central office line or dial up capability is required on IP Office systems with a maintenance agreement.

#### IP Office Remote Alarming

Proactive notification when there is an issue with the IP Office solution. Avaya Global Services Delivery professionals will work to resolve your problems before they receive a call and work the alarm before you even realize there is an issue. Remote Alarming is available on Avaya IP Office 3-year and 4-year maintenance contracts.

#### On-Site Support with Priority Response

When the trouble cannot be resolved remotely, Avaya provides on-site service with a 4-business-hour response on all major failures. In some designated major metropolitan areas as defined by Avaya, there is a 2-business-hour\* response objective for some of the supported products. All other failures are responded to the next business day by 5 p.m. You will receive priority response and discounted rates on any services you request that fall outside your maintenance agreement.



### Replacement Parts

Replacement parts and the labor to install them are included in your Full Coverage maintenance agreement. An Avaya technician will arrange for the replacement part or device to be delivered to your site by the next business day. Our state of the art systems help make certain the on-site technician arrives with the right replacement part, virtually eliminating the need for time-consuming multiple dispatches.

### Power Surge Protection

Parts and labor are covered for damages incurred from electrical surges, including lightning, provided that certain electrical requirements are met.

### Emergency Service Plan

Should an emergency, such as a fire, flood, or hurricane, take your systems out of service, Avaya is committed to restoring basic phone service to the site of your choice within 24 hours of notification.

Because you have an Avaya Global Services Maintenance Agreement, you receive priority queuing for a permanent replacement system ahead of those customers without an agreement. Our objective is to restore basic

service to your business within 4 to 8 hours, provided that local service and power are available at your location. (Longer response times for multiple locations.)

If your specific equipment is not available, Avaya will provide you with substitute equipment (communication system or voice mail systems) in the interim. Temporary systems (less than 30 days) are free of charge. If you keep the equipment for more than 30 days, you must either purchase it or arrange for a lease. We will also ship overnight replacement equipment to your site within 24 hours of your notification to Avaya. Also, as an Avaya Global Services Maintenance customer, any labor charges incurred over and above your coverage plan will be at preferred customer rates.

### Full Coverage

A comprehensive Avaya Full Coverage protection plan provides you with a service offering that gives you peace of mind by leaving full servicing responsibilities to Avaya. Full Coverage maintenance on your hardware and software configurations includes all of the support needed to clear faults quickly and to maximize the availability of your systems, equipment, and applications. With a Full Coverage plan, Avaya completely supports your system

during the first year of Warranty including parts, replacement, and labor.

### Full Coverage Options 8x5 or 24x7

The Full Coverage 8x5 option is business day maintenance coverage from 8 a.m. – 5 p.m., Monday through Friday, excluding Avaya holidays.

The Full Coverage 24x7 option gives you the same coverage as Full Coverage 8x5, but also provides support on major outages around the clock, 24-hours-per-day, 7 days a week, 365 days a year.

Full Coverage maintenance, 8x5 and 24x7 include free support the first year of Warranty, Remote Support, On-site Support with Priority Response, Replacement Parts, Power Surge Protection, and an Emergency Service Plan.

### Additional Coverage Options

At Avaya, we believe that you deserve all the support necessary to help your business succeed. And because there is no other business exactly like yours, the Avaya Global Services portfolio includes solutions and options that can be tailored to your requirements.

### Parts Plus Remote Support For IP Office Only

The **Parts Plus Remote Support offer for IP Office** is available 24x7 and 8x5 and includes remote technical support and advanced parts replacement by mail of any covered part Avaya determines to be inoperative. The replacement part/device will be delivered to your site by the next business day.

Remote support with a four-business-hour response objective is included for your hardware and software configurations, as well as all of the support needed to clear troubles quickly. When the part arrives at your site, your staff can complete the physical replacement of the defective part or device causing the

problem. A dedicated modem connection, central office line or dial up capability is required for IP Office Systems remote administration.

## Resources Available For Maintenance Agreement Customers

Having an Avaya Global Services Maintenance Agreement not only entitles you to the Full Coverage and features previously outlined but it also enables you to access a whole lot more.

### Help Line Support: 1.800.628.2888

You have full access to Avaya maintenance resources — including live Help Line support as often as you need them, whenever you need them. There are no time constraints, you can access Avaya 24x7 and get the answers you need on products, features/functions, and general usability. (For faster service, please have your “Sold To” number available.) With 8x5 coverage (Monday through Friday, 8:00 a.m. – 5:00 p.m., excluding holidays), Basic Help Line and application support services are included in your maintenance agreement and out of hours support is available.

You also have access to the Avaya Global Technical Services (GTS) center staffed by highly experienced field technicians, Remote technical engineers, including Avaya Labs, and our renowned Research and Development organization.

## Customer Support Web Site:

<http://support.avaya.com>

Get fast, easy, around-the-clock access to important technical and customer service information at our customer support Web site. You can:

- Access information from thousands of free documents, such as system information, FAQs, white papers, and job aids

- Create a service ticket anytime of the day
- Instantly check the status of trouble tickets
- Read the latest news and upcoming events
- Download free software
- Research training courses and schedules
- View useful software updates and upgrade information
- Access support tools that provide contacts for maintenance or system support escalations

## Product Correction Notices

With an Avaya Global Services Maintenance Agreement, you are provided with ongoing system reliability and value through online notifications and corrections. You receive software maintenance updates at no charge if corrections are performed within the Avaya specified time frame. These updates encompass any changes that may be needed to resolve problems that prevent the equipment from performing up to the manufacturer’s technical specifications.

## Available Enhancements

Whatever enhanced communication support your business may require — from training, ongoing management, professional consulting or additional service support — Avaya Global Services provides you with a solution. Below are some additional options for the 8x5 support you may need.

### Subsequent On-Line Training

Subsequent On-Line Training provides your employees with training to stay up-to-date on using and administering your Avaya products. For example, an employee may require additional knowledge about other functions and features on your phone system. In addition to the on-line training, system training documentation is available via fax or other electronic on-line media.

Available for Avaya PARTNER Advanced Communications System (ACS) 3.0 and up, Avaya IP Office, Avaya MERLIN MAGIX Integrated System, and Avaya MERLIN LEGEND systems. This training is for all system components and/or adjuncts covered by your Avaya Warranty or Maintenance Agreement.

### Remote Administration

Avaya provides unlimited remote programming services for Avaya PARTNER ACS 3.0 and up, Avaya IP Office, Avaya MERLIN MAGIX and MERLIN LEGEND systems. Some of the capabilities covered include:

- Call Restriction
- Line Assignment and Hunt Group Assignments
- Speed Dialing
- Special Hold, Transfer Functions, and Privacy
- Allowed Lists/Disallowed Lists
- Call Accounting and Voice Mail
- Emergency Override Lists
- Adding/Deleting Extensions

Call the Avaya Service Desk at **1.800.628.2888** and a Services specialist will make the changes remotely.

### Structured Cabling (Wire) Maintenance

Customers can purchase Structured Cabling Maintenance on their Avaya PARTNER ACS, Avaya PARTNER Plus, Avaya PARTNER II, Avaya PARTNER Communications System, Avaya MERLIN MAGIX Integrated System, Avaya MERLIN LEGEND Communications System, and Avaya IP Office. Structured Cabling Maintenance is available as an enhancement to an Avaya Service Agreement. This service provides you with maintenance coverage for Avaya installed inside wire, single customer riser cable, connecting blocks, wall jacks and cross connects.

## Network Readiness

A network readiness assessment is invaluable during the network planning process. It provides a way for us to evaluate the existing network infrastructure, services and planned changes and verify that the proposed IP telephony solution aligns with your business and technical requirements. It also identifies the specific infrastructure and resource modifications needed to support your IP telephony solution.

A network readiness assessment sets the stage for success during the subsequent design, implementation, operation and optimization phases. The first, most critical step on the journey to a robust IP telephony network is a network readiness assessment.

## IP Office HP Server Maintenance

HP Server Maintenance provides you with a “turn key” solution that is an Avaya-Certified HP Server for IP Office. Automated remote alarming capabilities is available on most models. This maintenance offer provides a single point of contact on your VoIP and data network and is available with 24x7 or 8x5 maintenance coverage.

## Implementation Services

Avaya implementation services provides vital tools, expertise, and resources you need to plan, install, integrate, manage, or upgrade your communications networks. Our support services are ideal for single site locations or multi-sites including branch offices. You can select installation only or an entire suite of services to match your particular needs and

technical expertise. Avaya implementation services cover data, voice, and converged solutions, as well as the implementation of multi-vendor products for data (including HP Servers) solutions. Some of the more popular offers within our diverse portfolio of implementation services include:

- Project Management
- Design and Development
- Solution Deployment
- Installation of structured Cabling (Wire)
- Knowledge Transfer
- Moves, Adds and Changes

## The Expertise You Want

Avaya Global Services has a whole world of assets at its disposal, with the highest levels of expertise, training, and knowledge in the industry. An Avaya Global Services Maintenance Agreement puts these assets to work for your business, so your communication needs are backed by:

- More than 6,000 experienced services professionals supporting over 6,000,000 transactions per year
- A global, consistent services presence delivering local expertise and response with 28 centers with labs in more than 90 countries.
- Major investments in training with over 7,000 industry certifications including Cisco, Microsoft, Linux, Juniper Networks and Extreme Networks

- 21 years of experience in multi-vendor data, supporting equipment made by more than 35 companies
- Industry-leading network assessment and diagnostic tools
- Experience based on serving more than one million customers worldwide

## Additional Resources/ Contact Information

To learn more about how Avaya Global Services can enhance your communications and your business visit us at [www.avaya.com](http://www.avaya.com)

To update your contact information, get trouble ticket status or submit special handling information, please visit: <http://support.avaya.com> (Self Service Support)

For more information about Avaya Enhancement options, please call **1.800.247.7000**.

For easy access to professional consultation for Avaya supported products call **1.800.242.2121**.

## About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit [www.avaya.com](http://www.avaya.com).

The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced and have a slight shadow effect.

INTELLIGENT COMMUNICATIONS

© 2009 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and may be registered in certain jurisdictions.

All trademarks identified by ®, TM or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

03/09 • SVC2689

A red rectangular button with the text "avaya.com" in white, lowercase, sans-serif font.