



IP Telephony

Contact Centers

Mobility

Services

OVERVIEW

Avaya Global Services

Small and Medium Business Solution Maintenance Agreement



A Maintenance Agreement from Avaya protects your communications investment and maximizes your network uptime so you can concentrate on running your business.

Avaya Global Services Support For Small and Medium Business Solutions

As a global leader in communication services and support, Avaya is committed to helping you get the best value, reliability, and competitive advantage from your communication solutions. With an Avaya Global Services Maintenance Agreement, we make your communications a priority, so you can maximize your business advantage at a cost that makes sense for your budget.

With an Avaya Global Services Maintenance Agreement, you can get support at whatever level of coverage makes sense for your business, budget, and needs. Avaya provides comprehensive support and flexible options for our Small and Medium Business Solutions including: Avaya IP Office, Avaya PARTNER® ACS, Avaya MERLIN MAGIX®, Avaya MERLIN LEGEND systems, and IP Office Customer Management Solution.

Full Coverage

Full Coverage is the most comprehensive maintenance because it provides you with a service plan 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. Full coverage for IP Office also includes remote alarming and monitoring.

Full Coverage Options 8x5 or 24x7

The Full Coverage 8x5 option is business day maintenance coverage from 8:00 a.m. – 5:00 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-hour-per-day, 7 days a week, 365 days a year.

Full Coverage Features

The Avaya Global Services Maintenance Agreement can protect your communications investment and maximize your solutions uptime so that you can concentrate on running your business. Full Coverage maintenance, 8x5 and 24x7 include remote support, on-site support with priority response, replacement parts, power surge protection, and an emergency service plan.

Remote Support Provided by Trained and Experienced Professionals

Avaya technicians have extensive training and knowledge about your equipment and are prepared to work with you in addressing your maintenance needs on your communications system, which may include messaging, customer interaction center, networking, and IP applications. A dedicated modem connection, central office line or dial up capability is required on IP Office systems for remote administration.

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. A 2-business-hour* response objective is provided in designated major metropolitan

areas as defined by Avaya, for some of the supported products. All other failures are responded to the next business day by 5 p.m. You will receive discounted rates on any Per-Incident maintenance services you request (during or outside of the coverage period selected), as well as priority response over lesser coverage options.

*2-hour response is not available on weekends, holidays or between the hours of 5 p.m. – 8 a.m.

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. Typical replacement parts include Avaya products such as switches, telephones, messaging, adjunct devices, network modules, line cards, and parts for networking devices.

Power Surge Protection

Another major advantage of having an Avaya Global Services Maintenance Agreement is that 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 (switches or voice mail systems) in the interim. When Avaya provides you with an interim system for less than 30 days, the equipment is 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 replacement equipment to your site via Federal Express delivery within 24 hours of your notification to Avaya. Also, as an Avaya Global Services Maintenance Customer, any labor charges incurred will be at preferred customer rates.

Because you have an Avaya Global Services Maintenance Agreement, restoring your business communication system is our highest priority. In the event of multiple disasters, (due to a major disaster such as a hurricane) only locations involved with public safety, national defense, and/or healthcare will receive higher priority for interim or replacement systems.

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.

Switch Only

The *Switch Only* option is available 8x5 or 24x7 and provides you with maintenance support for your switch and expansion modules. The Switch Only 8x5 option is business day coverage from 8:00 a.m. - 5:00 p.m., Monday through Friday, excluding Avaya holidays. With the 24x7 coverage **major outages** are covered around the clock 24 hours a day, 7 days a week, 365 days a year. All other outages are covered 8:00 a.m. - 5:00 p.m., Monday - Friday excluding Avaya holidays.

Switch Only support provides around-the-clock remote maintenance and Avaya Help Line support 24x7, and any on-site support or switch replacement parts that may be necessary to clear the fault are included.

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. With the 24x7 coverage **major outages** are covered around the clock 24 hours a day, 7 days a week, 365 days a year. All other outages are covered 8:00 a.m. - 5:00 p.m., Monday - Friday excluding Avaya holidays.

Remote support with a 4-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 outline 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 Remote Technical Services (RTS) and highly experienced field technicians, supported by tiers of product and service engineers, including Avaya Labs, our R&D organization. If your questions are more complex (e.g., programming and administration), Avaya offers additional customer support options at preferred Avaya Maintenance customer rates. Please contact the Avaya Technical Consulting Services at 1-800-225-7585.

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.
- Obtain immediate access to create a service ticket.
- Instantly check the status of trouble tickets.



- Read the latest news and upcoming events.
- Download software consisting of free shareware.
- Research training courses and schedules.
- Read notices posted on <http://support.avaya.com> for new documentation based on product, content type, and release.
- View software update and upgrade information.
- Use Support Tools – Escalation 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. However, please contact us if you require technical support. You can view these updates by going to support.avaya.com and click on “My E-Notifications” and follow the prompts.

Available Enhancements

Whatever enhanced communication support your business may require — from training, ongoing management, professional consulting or additional service support — Avaya Global Services has a solution. Following are some options that can help you with the additional 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® ACS 3.0 and up, Avaya MERLIN MAGIX®, 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 PARTNER® ACS 3.0 and up, 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

Simply call the Avaya Help Line Support at **1-800-628-2888** and the associate will make the changes remotely.

Structured Cabling (Wire) Maintenance

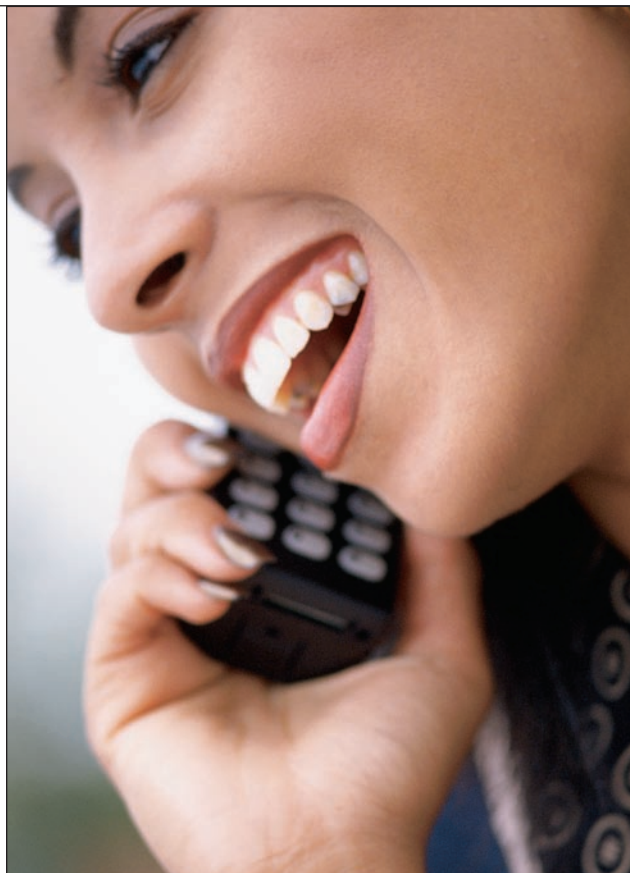
Customers who have an Avaya Service Agreement on their PARTNER® ACS, PARTNER Plus, PARTNER II, Basic PARTNER, MERLIN MAGIX, MERLIN LEGEND and IP Office can also purchase a Service Agreement for Structured Cabling. This Service Agreement provides you with maintenance coverage for Avaya installed inside wire, single customer riser cable, connecting blocks, wall jacks and cross connects.

Enhancements Plus

If you need Remote Administration, Subsequent On-Line Training and Structured Cabling (Wire) Maintenance for your PARTNER® ACS R3.0 and higher, MERLIN LEGEND, and MERLIN MAGIX it is available as a competitively priced bundled offer.

Network Readiness

Network Readiness is a high-level evaluation of your existing LAN/WAN infrastructure. Evaluation starts with an **Avaya IP Office Site Configuration Survey**, which provides the engineer with information on your current network environment. The Avaya required ExpertNet™ Discovery Tool has the capability of obtaining a network



topology map. Additionally, the ExpertNet™ Lite Assessment Tool obtains voice quality statistics, such as jitter, packet loss, and packet delay. You receive the results of this evaluation indicating if your network can support the addition of the Avaya IP Telephony solution.

Per Incident Services

Per Incident Services (move/add/change – MAC activities) for software, hardware, or network components range from work performed at the user level, such as establishing a user account, to work performed on a system, network, or at the application level. MAC activities may be performed on-site or remotely for your voice network. In addition to Moves, Adds and Changes, our technicians, handle Installation Support; Preventive Maintenance; Standard Maintenance; Emergency Support; Coordination of Networking; Equipment and Circuit Acceptance Testing; Execution of Escalations; Informal Training; and much more.

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 SNMP 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 install, integrate, or upgrade your new and existing communications networks. You can select one service or an entire suite of services to match your particular needs and technical expertise. Implementation Services is a global solution that covers data, voice, and converged solutions, as well as the implementation of multi-vendor products for data solutions. This versatile portfolio offers the following:

- Project Management
- Solution Preparation

- Solution Design and Development
- Solution Deployment
- Structured Cabling (Wire)
- Education and Knowledge Transfer
- De-Installation
- Subject Matter Expert

These services are ideal for deploying communications networks of any size, from single site/single units to multi-site/thousands of units. The Avaya Implementation Services portfolio enables you to select services, as needed, to match your level of technical proficiency and resource availability.

* HP Server Installation is also available.

All 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 7,000 experienced services professionals around the world
- A nationwide, consistent services presence delivering local expertise and response
- Major investments in training and industry certifications including Cisco, Microsoft, Linux, and Extreme Networks
- 18 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 1 million customers worldwide

Additional Resources/Contact Information

To learn more about how Avaya Global Services enhances your communications and your business visit us at 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 the Avaya Enhancement Options please call **1-800-247-7000** prompt #2

For easy access to professional consultation for Avaya supported products call **1-800-242-2121**.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

AVAYA

COMMUNICATIONS
AT THE HEART OF BUSINESS

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