



2000 West Sam Houston Parkway South, Houston, TX 77042

Office: 713.881.5300 Customer Service: 713.881.5353 Fax: 713.881.5330

MAINTENANCE AGREEMENT

Preferred Co-Delivery Support Advantage + Upgrade Advantage

Proposal Submitted to:



Fort Bend County
Buyers Name

1410 Williams Way
Address

Richmond, TX 77469
City State Zip

Capt. Larry Riendeau 281-341-4675
Contact & Telephone Number

Contract Number : DIR-SDD-1513

Vendor Number : 176-025-1479-000

Effective Date: 11/17/2011
Start Date Pending Avaya Approval

Expiration Date: 11/16/2014

Work to be Performed at:

CUST #
Buyers Name

1410 Williams Way
Address

Richmond, TX 77469
City State Zip

Please choose a method of invoice

*Sales tax rate of 8.25% will be added upon invoice

3-Year One-Time Prepaid Agreement:
\$98,660.62

Annual Charge w/ 3-Year Agreement:
\$34,617.76

Contract Maintenance

Please refer to Addendum A for a list of parts covered.

This comprehensive maintenance contract covers the failure of equipment, as per the attached terms and conditions, except for equipment damaged by misuse or acts of God. By signing below, customer agrees to and understands the terms and conditions. An invoice for the agreed price plus applicable sales tax will be forwarded.

Brian M. Deats
Datavox, Inc. Representative

11/18/11
Date Approved

Fort Bend County
Accepted By (Company Name)

Robert E. Hebert, Fort Bend County Judge

2-14-2012
Date Approved

2-15-12 copy received



Addendum A - Fort Bend Sheriffs

Material Codes	Qty	Product Descriptions
700460041	3	G650 AC/DC PWR SUPPLY 655A NGS
700451172	2	USB MODEM MT9234ZBA V.92 56K
700246671	6	G650 AC/DC PWR SUPPLY 655A
170657	2	CP TN2312AP IPSI
700394950	3	G650 MEDIA GATEWAY RHS
108739566	3	CP CNTRL LAN BOARD TN799C
224274	1	IP320 MEDIA RESOURC TN2602AP NON GSA
224273	1	VAL CP TN2501AP - NON GSA
224272	3	C-LAN INTF CP TN799DP - NON GSA
224271	1	IPS12 CP TN2312BP - NON GSA
211330	1	S8730 SERVERS
185701	1	IP MEDIA RESOURCE CP TN2602AP
183317	1	BCMR DESKTOP R2 USB FIVE USER
700463524	7	24PT ANALOG LN CP TN793CP - NON GSA
700394992	1	EMERGENCY TRANSFER PANEL G3 RHS
700394794	4	DS1 INTFC TN464HP RHS
700394646	14	24PT DIGITAL LINE CP TN2224CP RHS
195313	2	COMPACT FLASH READER W/FLSHCRD RHS
700393408	1	FACILITY TEST CP TN771DP RHS
700394497	2	BUS TERMINATOR CP AHF110 RHS
700394638	1	CALL CLASSIFIER CP TN744E RHS
700463490	1	CO TRUNK TN747B - NON GSA
108772583	1	CP TN2501AP VCE ANCMT
102910	1	CP CNTRL OFC TRNK INTF TN747B
103557468	7	CP TN793 ANLG LN 24PT
700381254	1	COMPACT FLASH 128MB RHS
700381254	2	COMPACT FLASH 128MB RHS
214372	2	OSPC CLIENT NEW USER LIC
214623	1	OSPC RFA ACTIVATION CODE NEW INSTALL
700393317	1	AUX TRUNK ITFC TN763D RHS
202469	608	IALX R2 LIC 1ST VC MBX NEW 501-1000
202460	1	IALX R2 APPLICATION LICENSE
700427560	1	IALX APPLICATION MEDIA R2.0
700403496	5	AM 4PT ANLG CARD TYPE A US KIT RHS
700427537	1	AM MODEM SERIAL MULTITECH
700427529	1	AM S3210R SERVER
700403520	1	AM KEYBOARD US TYPE WITH MOUSE RHS
238587J	705	SA PREF C/D AURA R5 SE 101-1K N1 3YAN
207920	1	AVAYA AURATM R5 S87XX SFTW LIC
212337	1	IM ASA VAM CLIENT CM LIC ADMIN TOOLS
230224	3	SA ON-SITE 24X7 CM LG GTWY 3YAN

230104	2	SA ON-SITE 24X7 CM LG SRV 3YAN
229814	3	SA HW CM TERMINALS RPLCMNT NBD 3YAN
700381585	20	TELSET 2420 DGTL VOICE DK GRY RHS
700381817	20	TELSET EU24 EXP MOD RHS
700381973	60	TELSET 2402D GLOBAL DGTL VOICE TERM RHS
700381999	250	TELSET 2410 GLOBAL DGTL VCE TERM RHS
700212186	2	IP PHONE TERM 4620D01A-2001
118148	5	DEF IP SFTPHN 30 USR RTU
700419195	58	IP PHONE 9640G GRY
700419195	61	IP PHONE 9640G GRY
700461197	7	IP PHONE 9620L CHARCOAL GRY
700461197	25	IP PHONE 9620L CHARCOAL GRY
238593	705	UPG ADV AURATM R5 SE 101-1K N1 3YAN

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SERVICE DESCRIPTION

Service Agreement Supplement

Avaya Support Advantage Essential and Preferred Co-Delivery Support for Channel Partners

1/16/12

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1. Introduction

This Service Description describes the Avaya Support Advantage Essential Co-Delivery and Preferred Co-Delivery Support services for eligible Supported Products and supersedes all prior descriptions or contract supplements relating to such support. This document is an attachment to the Partner's Commercial Agreement with Avaya, and shall serve as the Service Description with respect to such support offering. In the event of a conflict between this Service Description and the Partner's Commercial Agreement with Avaya, the terms and conditions of the Partner's Commercial Agreement will control. The services under this document will be provided by Avaya to the Partner purchasing support coverage for its End User Customers (or resellers, as applicable). The Partner will be responsible for performing the End User Customer responsibilities under this document and securing (either directly or through resellers, as applicable) all necessary approvals, consents and performance from the End User Customer.

The Co-Delivery Support offer is available to Partners who meet the specific eligibility requirements listed in this document and in other applicable Avaya policies. Through the Co-Delivery Support offer, Partners provide Tier I and II support from their own authorized Support Operations Center initially handling and attempting to resolve End User Customer calls before forwarding a service request to Avaya.

Partner Co-Delivery Eligibility Requirements

The Partner must comply with each of the following criteria to be eligible to purchase Essential Co-Delivery Support or Preferred Co-Delivery Support:

- **Co-Delivery Addendum** – Upon Avaya's request, the Partner will be required to execute an addendum adding co-delivery terms to the Partner's applicable Commercial Agreement with Avaya.
- **Accreditation Requirements** – The Partner must have a minimum of one (1) full-time resource, however, Avaya recommends at least two (2) full-time resources, who have obtained ACS or ACSS accreditation (where applicable) and are Service Desk Authorized for each Supported Product. Only accredited resources may submit service requests directly to Avaya. Service requests from Partner resources without accreditation may result in delays or incurrence of time and material charges using Avaya's then current Maintenance Per Incident rates. **Note:** A new certification, ACSS, will be introduced in 2011 and will be required for all new certifications following introduction. For Partners with existing ACS certifications with product authorization, those existing certifications will be accepted until they reach expiration.
- **Install and Maintain Product Authorization** – The Partner must obtain and maintain as current throughout the period of Co-Delivery Support, "Install and Maintain" Product Authorization for all applicable Supported Products. **Note:** This requirement is only applicable with ACS certification.
- **Support Operations Center** – The Partner must maintain throughout the period of Co-Delivery Support a Support Operations Center to receive and manage service requests from End User Customers. Avaya or its subcontractor will perform an onsite assessment of the Support Operations Center to confirm the Partner's Support Operations Center satisfies the then current terms of the Avaya Connect program. The assessment must be renewed every two years.

2. Support Advantage Coverage Options

Two coverage options are included within this Service Description for Avaya software and hardware products ("Supported Products"):

- Essential Co-Delivery Support
- Preferred Co-Delivery Support

The coverage option, Supported Products and name of the End User Customer will be included on the applicable order or associated quote sheet.

3. Essential Co-Delivery Support Coverage

Essential Co-Delivery Support coverage provides reactive remote support for all eligible Supported Products and is the **minimum coverage required** to receive Avaya support.

A. Remote Software and Hardware Support

The Partner has 24x7 around-the-clock access to an Avaya Service Center via the website (<http://support.avaya.com>) or telephone to request software and (where applicable) hardware support. Only Partner contacts with ACS/ACSS accreditation are eligible to request support and Avaya will verify the identity and credentials of the Partner contacts requesting support. Avaya's remote support, including all electronic and telephone communications, is provided in the English language.

For all Supported Products under Essential Co-Delivery Support, Avaya will use commercially reasonable efforts to commence support on the Partner's request for remote support according to the following table.

Severity 1*	Severity 2*	Severity 3 & 4*
Within one (1) hour	Within two (2) hours	Within Standard Business Hours

* Severity levels are defined in Appendix A.

The Partner's Support Operations Center shall provide the following maintenance services:

- The Partner will operate and maintain a Support Operations Center to receive service requests from the End User Customer during business hours and out of hours. If the Partner doesn't maintain a staffed call center on a 24-hour basis, there must be acceptable documented procedures for after-hours and holiday support.
- Any service request submitted directly to Avaya by the End User Customer will be referred to the Partner. If the End User Customer continues to bypass the Partner's Support Operations Center and request support from Avaya, the Partner will be billed time and material charges using Avaya's then current Maintenance Per Incident rates to perform this referral.
- The Partner will access and use web-based services available at <http://support.avaya.com> prior to submitting a service request to Avaya.
- The Partner's ACS/ACSS accredited resource may contact the Avaya BackBone (Tier III) organization only after their efforts have been completed to troubleshoot, diagnose and isolate software- and hardware-related problems and when the results of that effort are documented in the Avaya Partner Case Diagnostic Template.
- Service requests will only be accepted by Avaya when submitted by the credentialed ACS/ACSS for that particular Supported Product. Where ACS/ACSS-level accreditation is not applicable to the relevant Supported Product for which support is being requested, an "Install and Maintain" Product Authorization is required.
- Service requests from non-accredited Partner personnel may result in delayed support and will be billed time and material charges using Avaya's then current Maintenance Per Incident rates.

Upon receipt of the completed Partner Case Diagnostic Template, Avaya will perform:

- Troubleshooting and diagnostics via telephone or on-demand remote connection (Secure Access Link Software Gateway) to isolate software- and hardware-related problems and determine whether a Supported Product is working in accordance with Avaya's standard and published documentation, including all associated application and configuration notes.
- Isolation and resolution of all reproducible problems or anomalies resulting when Avaya installation or configuration instructions were used, as long as the configuration errors are specific to unaltered Avaya software product.
- Identification and resolution of any inconsistencies or errors in Avaya product documentation.

B. Web Services

The Partner has access to web-based services available at <http://support.avaya.com>. Detailed instructions for access and use of each web service are posted on the support website. Avaya may require that only Avaya-authorized Partner contacts are eligible to access the support website and may also limit the number of authorized contacts. Web services include:

Avaya E-Notifications – Register and receive proactive notifications via email anytime new and modified product documentation and downloads are posted on the support website. These announcements include Product Correction Notices, Security Advisories, End of Sale Notices, Services Support Notices and User Guides.

Avaya Support Forums – View, post and reply to web-based conversation threads to discuss Supported Products.

Case Status Alerts – Register for proactive email or text message alerts on the status of an Avaya service request.

HealthCheck – Optimize reliability and performance for the Supported Product by using an on-demand tool to generate a HealthCheck report and review the current configuration parameters.

InSite Knowledge Base – The Partner’s authorized users may access Avaya’s on-line knowledge base and use advanced search engines to find: documentation organized by Supported Product including all available user guides for product administration and programming, installation, configuration, upgrades and migrations, and general support; software and firmware download instructions; alarm code definitions with instructions on how to clear the associated alarms; problem descriptions with instructions for prescribed resolution; and answers for frequently- and previously-asked questions.

Interactive Documentation and Online Training – Access on-demand flash tutorials with “how to” instructions.

My Reports – View and create reports for service requests and entitlements across all of the End User Customer’s Sold To numbers.

Software Compatibility Audit (ASCA) – Create a report providing the software and firmware versions installed on all Communication Manager upgradeable devices as well as the latest versions available for those same devices.

C. Minor Software and Firmware Updates and Service Packs

The Partner has access to Product Correction Updates (“Update”) issued by Avaya. An Update can be a Product Correction Notice (PCN), minor software or firmware update or service pack. Avaya will notify the Partner via <http://support.avaya.com> of any Avaya-recommended Updates.

Updates will be issued as customer-, remote- or technician-installable and with a classification of 1, 2 or 3 (defined in Appendix A) depending on the product, level of severity and complexity.

	Class 1	Class 2	Class 3
customer-Installable Update	Partner installs	Partner installs	Partner installs
Remote-Installable Update	Avaya installs	Avaya installs	Partner installs
Technician-Installable Update	Partner installs or Avaya installs during coverage hours when Support Advantage Onsite	Partner installs or Avaya installs during coverage hours when Support Advantage Onsite Support	Partner installs or Avaya installs during Standard Business Hours when Support Advantage Onsite

	Support is purchased	is purchased	Support is purchased
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- The Partner must register for Avaya E-Notifications in order to receive Updates.
- At the Partner's request, Avaya will remotely perform the installation of a customer-installable Update, subject to the Partner's express approval of time and material charges using Avaya's then current Per Incident Maintenance rates. Maintenance Per Incident charges also apply to any customer-installable Update required to complete an open Avaya service request.
- Certain Avaya remote-installable Updates may require the insertion of a customer-provided diskette in a local disk drive at the End User Customer's location, and that activity will be the Partner's responsibility.
- System backups are the Partner's responsibility and Avaya's installation of an Update does not include any system backup.
- In most circumstances, upgrades to the latest Minor Release or Update version of a product will be required before application of an applicable Update in order to address a problem.
- An installation charge may apply for Updates to the next Major Release.
- Co-Delivery Support does not include software or hardware upgrades. If the Update requires a software or hardware upgrade, Avaya will provide the Partner with a separate cost estimate prior to performing any such upgrade.

D. Support Limitations for Essential Support

- For Supported Products that are not configured in accordance with Avaya documentation, including published guidelines for technical compatibility and connectivity to non-Avaya products, Avaya has the right to restrict its diagnostic and/or corrective procedures to those problems that originate entirely within such Supported Products and do not arise out of or in connection with non-documented configurations and/or the Supported Products' interoperation with any other non-Avaya products.
- Support is limited to unaltered versions of the Supported Products and to problems that are reproducible in that version of the Supported Product when operating in a standard operating environment ("Standard Operating Environment").
 - A Standard Operating Environment is one where the covered applications, databases and operating systems have been tested, certified and documented by Avaya.
 - If the Supported Product is not being run in a Standard Operating Environment, then Avaya may be delayed in starting work on the service request and additional charges may apply.
 - In the event that support is requested for a Supported Product that is not being run in a Standard Operating Environment and Avaya requests that it be put in a Standard Operating Environment in order to reproduce and diagnose the problem, Avaya will not be responsible for the delays caused by such reconfiguration and the Partner may be responsible for performing such reconfiguration.
- In the event that no trouble is found after putting the altered Supported Product into a Standard Operating Environment, the Partner may be charged time and material charges using Avaya's then current Maintenance Per Incident rates for Avaya's efforts to troubleshoot the problem.
- Corrections to certain problems may only be available through a more current release of software or through a documentation update.
- Trouble isolation and fault management associated with the installation of Updates will be limited to correcting faults for a Standard Operating Environment.
- Support does not cover customized system features or reports created by the End User Customer, Partner or other third parties. Any bug fixing or system re-configuration(s) that Avaya must perform to clear a trouble resulting from the End User Customer or Partner's configuration changes are not included in the scope of this Service Description. If Avaya determines that a problem is due to the End

User Customer, Partner's or a third party's application, then resolution and diagnostic fees may be charged at Avaya's then current Maintenance Per Incident rates.

4. Preferred Co-Delivery Support Coverage

If the Partner purchases Preferred Co-Delivery Support, coverage includes all of the services included in Essential Co-Delivery Support in addition to the Preferred Co-Delivery Support services described in this section.

Preferred Co-Delivery Support coverage provides proactive remote support for all eligible Supported Products.

A. Proactive Remote Software and Hardware Support

- For all Supported Products under Preferred Co-Delivery Support, Avaya will use commercially reasonable efforts to commence support on the Partner's request for remote support submitted to an Avaya Service Center via telephone or website according to the following table.

	Severity 1*	Severity 2*	Severity 3 & 4*
Requests submitted via website	Within fifteen (15) minutes	Within fifteen (15) minutes	Within Standard Business Hours
Requests submitted via telephone	Within one (1) hour	Within two (2) hours	Within Standard Business Hours

* Severity levels are defined in Appendix A.

- Avaya will provide 24x7 around-the-clock monitoring by Avaya EXPERT SystemsSM Diagnostic Tools, where applicable, to detect system-generated alarms.
 - EXPERT SystemsSM will diagnose and attempt to resolve system-generated alarms.
 - Subject to the Partner's registration for Avaya case status alerts, Avaya will automatically forward all **unresolved alarms** to the Partner for troubleshooting and diagnostics.
- The Partner may use the Manage Alarms tool to block the creation of product alarm cases for a Sold To location and (optionally) for a specific product.

B. Off-Board Alarm Notification

- Avaya will proactively monitor and detect through EXPERT SystemsSM all DS1 off-board alarms associated with network facilities and the links associated with Avaya Supported Products that have Avaya/DCIU capabilities.
- Subject to the Partner's registration for Avaya case status alerts, Avaya will send electronic notification of off-board alarms to the Partner.

C. Secure Access Policy Server

As part of Preferred Co-Delivery Support, the Partner can provide to the End User Customer access to the Secure Access Policy Server.

- The End User Customer can install a Secure Access Policy Server that works with the Secure Access Link (SAL) Software Gateway and may be used to determine and authorize when and how Avaya will remotely access all Supported Products in the End User Customer's network.
- The Secure Access Policy Server provides the End User Customer with a centralized application for the definition, administration and inclusion of all secure remote access policies that will govern the remote access sessions initiated by Avaya engineers and automated tools through the SAL Software Gateway.

- The End User Customer-defined policies are automatically downloaded by the SAL Software Gateways.
- The SAL Software Gateways receive and forward alarms and poll Supported Products for remote access connection requests.
- The End User Customer may access and download the Secure Access Policy Server software and installation guide at <https://plds.avaya.com>. Select Downloads and search for Secure Access Link.

5. Upgrade Advantage

Upgrade Advantage is available when Support Advantage Essential or Preferred Co-Delivery Support coverage is in effect. This option is priced and billed separately.

- Upgrade Advantage provides an option for the End User Customer to purchase, through the Partner, a software Upgrade subscription for Avaya-provided software, where available.
- At point of sale, Upgrade Advantage is available on sellable releases of software. Following point of sale, unless the Customer is recasting from a Software Support + Upgrade to Support Advantage agreement and did not upgrade during the agreement term, Upgrade Advantage is only available when the software to be covered is running at Avaya's then most current release.
- Under the Upgrade Advantage option, the End User Customer may register at <http://support.avaya.com> to receive notices when new Major Releases of Avaya-provided software become commercially available.
- During the term of the Upgrade Advantage subscription, the End User Customer:
 - Must maintain active Essential or Preferred Co-Delivery Support coverage.
 - Will have access to the features and functions of each new Major Release at no additional charge beyond the subscription fee.
 - Will receive instructions on how to download each new Major Release, where applicable.
- All associated Upgrades must be scheduled and implemented during the coverage term of the Upgrade Advantage subscription.
- Avaya will not require the End User Customer to upgrade their software unless Avaya has advised the Partner that corrections to certain problems may only be available through a more current release of software.
- Billing for the Upgrade Advantage option to the Partner will occur even if the End User Customer fails to exercise Upgrade rights before the end of the Upgrade Advantage coverage term.

A. Exclusions from Upgrade Advantage

The Upgrade Advantage option only applies when upgrading a covered software product from one Major Release to a subsequent Major Release. It does not include:

- Design support, installation, professional services or other service charges.
- Any provisioning of the software.
- Any and all equipment costs.
- Upgrading of components located in a customer "crash kit" or maintenance spared equipment.
- Hardware changes required to comply with minimum vintage requirements.
- Project Management costs.
- Upgrades to any and all adjunct software applications.
- New feature functionality or capacity requirements associated with additional software licensing.
- Migration of software application to a new or different hardware platform.

6. Exclusions from Essential and Preferred Co-Delivery Support

The following exclusions apply to Essential and Preferred Co-Delivery Support coverage:

- Supported Products that have not been designated by Avaya as eligible for Co-Delivery Support. Avaya reserves the right to add or delete eligible Supported Products at its sole discretion.
- Support for any service request reported directly by the End User Customer.
- Onsite support. If the Partner's requirements necessitate an on-site technician, Avaya will dispatch a field technician to the End User Customer's site (where geographically available), subject to the Partner's express approval of time and material charges using Avaya's then current Maintenance Per Incident rates, where available and appropriate.
- Parts or advanced parts replacement.
- Any customized system features, configuration changes or reports.
- The capture of off-board alarms for trunk interfaces (Essential Co-Delivery Support only).
- Interfacing directly with the Partner's or End User Customer's network carrier or service provider (Preferred Co-Delivery Support only).
- Support for the Secure Access Policy Server software beyond general usability questions.
- Implementation, installation, and customization services may be required and may be provided by Avaya at an additional cost and are outside the scope of coverage provided in this document.
- The provision or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to the Supported Products.
- Customization of, or labor to install, a software application on the hardware.
- Media or hardware replacement for damages or malfunctions caused by: (1) actions of non-Avaya personnel or the attachment of products not supported by Avaya; (2) failure to follow manufacturer's installation, operation, or maintenance instructions; (3) failure of products not serviced under this Service Description; (4) abuse, misuse, or negligent acts of non-Avaya personnel; (5) repair to products if the End User Customer, Partner, End User Customer-authorized or Partner-authorized party modified the product in any manner, shall not be covered.
- Services and all troubleshooting support not directly attributable to a fault in Supported Products (including faults in the Partner or End User Customer's own network or the public network).
- Services that cannot be provided due to the Partner's failure to fulfill the Partner responsibilities detailed in the Partner Responsibilities section of this Service Description.
- Services that cannot be provided due to the Partner's or the End User Customer's failure to fulfill the End User Customer responsibilities detailed in the End User Customer Responsibilities section of this Service Description.

7. Partner Responsibilities

For the term of the support coverage, the Partner must:

- Maintain accreditations and authorizations as defined in this Service Description.
- Utilize the co-delivery password provided by the Partner's Avaya channel account manager for only those Supported Products for which the Partner is co-delivery authorized when configuring the order in Avaya Solution Designer.
- Ensure registration of Avaya Supported Products is completed as defined by Avaya's most recent registration process.
- Follow Avaya's installation, operation, software and maintenance instructions.
- Monitor alarms generated by Supported Products and carry out instructions available at <http://support.avaya.com> to resolve those alarms (Essential Support only). If the Partner requests support from Avaya but has made no attempt to resolve the alarm or if another fault has resulted from an

- unresolved alarm, the Partner may be charged time and material charges using Avaya's then current Maintenance per Incident rates.
- Provide Avaya with remote system access via an Avaya-approved connectivity method as provided in this Service Description.
 - Provide system passwords and equipment access control features required for Avaya to provide remote support.
 - Use the "Avaya Products Security Handbook" available at <http://support.avaya.com> along with the individual product documentation to secure remote access capabilities.
 - Operate and maintain a Support Operations Center to receive service requests from the End User Customer during business hours and out of hours.
 - Ensure that only ACS/ACSS accredited Partner representatives can contact the Avaya Service Center and work with Avaya as required.
 - Provide the Avaya Service Center with the following information when reporting a trouble:
 - Avaya-provided Sold To Number
 - Partner contact information
 - Completed Partner Case Diagnostic Template including description and urgency of the problem
 - Schedule availability of authorized staff that will have the authority to make decisions on Partner's behalf concerning the maintenance and service support of systems. The authorized staff is responsible to:
 - Approve any associated maintenance per incident charges;
 - Provide and approve all purchase orders for maintenance per incident invoices;
 - Permit Avaya to conduct an equipment certification, serviceability and inventory check if required by Avaya prior to service assumption.
 - Inform Avaya about changes in the device software.
 - Notify Avaya of any software/hardware upgrades, updates to, or additions of any new software and/or applications to the existing systems, if such upgrades and software/applications were purchased from a vendor other than Avaya.
 - Maintain a procedure external to the software programs for reconstruction of lost or altered files, data, or programs.
 - Advise Avaya of all changes that affect the Partner's or End User Customer's network configurations and operations of Supported Products which may include IP addresses, subnet assignments, topology, server configuration or changes to firewalls that impact Avaya's ability to monitor or remotely access the Supported Products.
 - Register for case status alerts to receive notification of unresolved EXPERT SystemsSM alarms and off-board alarms (Preferred Co-Delivery Support only).

8. End User Customer Responsibilities

For the term of the support coverage, the Partner shall secure that the End User Customer will:

- Notify the Partner of any software/hardware upgrades, updates to, or additions of any new software and/or applications to the existing systems, if such upgrades and software/applications were purchased from a vendor other than Avaya.
- Use the "Avaya Products Security Handbook" available at <http://support.avaya.com> along with the individual product documentation to secure remote access capabilities.
- Install, maintain and manage the Secure Access Policy Server including administration of access policies if the End User Customer opts to use Secure Access Policy Server (Preferred Co-Delivery Support only).
- Authorize Avaya to utilize the Partner's or End User Customer's global network to deliver alarms to the Avaya Service Center, if necessary (Preferred Co-Delivery Support only).
- Make necessary configuration changes to generate off-board alarms (Preferred Co-Delivery Support only).

- Determine and schedule Major Release Upgrades including authorizing End User Customer contacts eligible to download the software (Upgrade Advantage only).

9. General

Partner Eligibility

The Partner agrees to adhere to all Avaya policies, including, without limitation, Avaya Connect, applicable to the Co-Delivery Support offer published on the Avaya Partner portal.

If the Partner does not meet the requirements set out in this Service Description, or does not obtain or maintain the necessary eligibility requirements, one or more of the following may apply (at Avaya's sole discretion):

- Cancellation of the co-delivery order and requirement to reissue support under the Essential Support or Preferred Support offers (and at such applicable rate);
- Avaya billing the then current applicable re-initiation fee;
- Avaya refusing to accept any subsequent orders for co-delivery support.

Audit Rights

Avaya may audit the Partner's co-delivery cases and the resources used in performing their obligations under this Co-Delivery Support offer. It is the responsibility of the Partner to ensure their associates are aware of and understand the Partner's responsibilities and obligations established within this Service Description.

Billing and Contract Start Date

Support will commence and be chargeable as follows:

- Support will commence on the first day of the second month following Supported Products Order Closure. Support for additional Supported Products, including licenses, (after initial commencement of support) will commence on the first day of the month following Order Closure for the additional Supported Products and licenses.

True Up

Avaya may perform true ups to determine if additional Software Licenses have been added to Supported Products and bill for the additional licenses.

Renewal of Coverage

Support Advantage coverage for Supported Products will automatically renew at the end of the initial term of coverage and any renewal term under Avaya's then current Service Description applicable to Supported Products, unless either party provides written notice of its intent not to renew such coverage at least 30 days prior to the renewal date. If the Customer is an authorized reseller or Distributor, renewals will not be automatic unless auto-renewal is available from Avaya. Auto-renewal for authorized resellers and Distributors is not available in all regions. The renewal rate for 1-year Support Advantage agreements for the first renewal period (the second year of Support Advantage coverage) will not be more than 5% ("COLA adjustment") higher than the rate for the initial year of coverage for the same Supported Products. The support rate for the second through final year of coverage within a multi-year support agreement will be the same rate as applicable for the first year of coverage for the same Supported Products.

Re-initiation of Lapsed Coverage

A re-initiation fee will apply to reinstate support when coverage has lapsed. The new support coverage is based on the total number of licenses, servers or gateways (as applicable based on the relevant billing metric) to be covered. The re-initiation fee is a one-time fee equal to 25% of the first year of the new support coverage. The applicable re-initiation fee will be invoiced and payable with the first billing of the new coverage.

Note: 1) The re-initiation fee is subject to change at any time.

- 2) Re-initiation fees are not discountable.
- 3) Time and Materials (T&M) support is not available if a support contract has lapsed.
- 4) New support coverage sold to customers for products that have not had Avaya support coverage for more than 12 months are not subject to re-initiation fees.

Certification

Supported Products that are newly purchased, used or have not been continuously covered by Avaya support are all eligible for coverage; however, certification of the Supported Products may be required. Certification ensures that Supported Products are properly installed and in good working order.

Certification of Supported Products may be required when:

- 1) Supported Products classified by Avaya as "not customer-installable" were installed by a party other than Avaya, an authorized Partner or a manufacturer or manufacturer-authorized service provider (for non-Avaya products).
- 2) Avaya support coverage on Supported Products has lapsed for more than ninety (90) days or was never initiated.

Certification is not included in this Service Description and will be charged at Avaya's then current Maintenance Per Incident rates if Supported Products are not added under Support Advantage coverage within 45 days of certification completion. Avaya does not guarantee Supported Products subject to certification will be certified. If Supported Products are found to be ineligible for certification, the End User Customer is responsible for corrections required to make Supported Products eligible. A list of Support Advantage Supported Products is located at http://support.avaya.com/support_advantage.

Coverage Required for Software on a Single Application or Application Bundle

All licenses for a single application on a single server must have the same level of coverage (i.e., Essential Co-Delivery Support or Preferred Co-Delivery Support). If the Partner is found to have varying levels of coverage on the licenses for a single application or for a single server, licenses covered at a lower level of coverage will be brought up to the higher level of coverage and Avaya shall bill the Partner for the incremental charge, calculated to be co-terminous with existing coverage.

Coverage Required for Avaya Integrated Solutions

All Avaya solutions that are integrated with other Avaya solutions (e.g., Communication Manager integrated with Avaya Call Center) can be covered by different levels of Support Advantage coverage but must have the same delivery option (either all Avaya Delivery or all Co-Delivery). All integrated solutions must be covered by at least Essential Co-Delivery Support. If the Partner is found to have fragmented coverage whereby one solution is not covered by at least Essential Co-Delivery Support, the Partner will be notified of the coverage requirements. In the event that coverage is not initiated on the uncovered solution(s) within ninety (90) days of such notification, support on the covered solution will be treated as though canceled by the Partner as per the "Termination of Support" provisions set forth below and the cancellation fees set forth below will apply. A list of integrated solutions is located at http://support.avaya.com/support_advantage.

Coverage Required for Avaya Independent Products or Applications at Same Site

All Avaya Supported Products at a single location that are not integrated with each other can be covered by different levels of Support Advantage coverage (e.g., Communications Manager with Essential Co-Delivery Support and Modular Messaging with Preferred Co-Delivery Support).

Dedicated Access

As an entitlement to the End User Customer's product purchase, Avaya will provide the Secure Access Link (SAL) Software Gateway in order to provide remote, secure access to the End User Customer's systems for support. The Partner/End User Customer should have the Software Gateway installed no later than the delivery

date of the Avaya-installed systems/devices or prior to the commencement of support in all other situations, so that Avaya can perform the services as described. The IP address must be provided to Avaya by the Partner as soon as it is available. The Policy set by the End User Customer must allow outbound connection from the End User Customer's location back to the Avaya Service Center in order for Avaya to provide remote support on a 24x7 basis or there may be degradation to the service and support the End User Customer receives from Avaya. The Avaya support obligations under this document are contingent on the provision of remote access. **If remote access is not granted, Avaya may not be able to provide support and will not be liable for such failure.**

The use of optional Partner Concentrator Core and Remote Servers ("Concentrator Servers") will allow alarms to be directed from the End User Customer's SAL Software Gateway directly to the Partner's Support Operations Center. The Partner's Concentrator Servers will be configured in a Federated Model back to the Avaya Service Center to allow for alarm transmission and remote access sessions between the Partner and the End User Customer along with Avaya and the End User Customer, providing the End User Customer's Policy allows this activity.

Termination of Support

The Partner may terminate Services at any time during the current Term upon at least 30 days written notice and shall be subject to payment of: (i) Support Advantage charges up to and including the date of termination, and (ii) cancellation fees. Cancellation fees shall be equal to the Support Advantage charges that would otherwise be payable for the affected Support Advantage coverage for the remainder of the year of the Term in effect as of the effective date of the termination. The parties agree that the cancellation fees are liquidated damages comprising a reasonable estimate of Avaya's damages in the event of the Partner's early termination and are not a penalty. Unless already paid, the cancellation fees shall be immediately due and payable upon cancellation.

Cancellation fees will be calculated as follows:

- Cancel in Year 1: Full amount of 1st year annual fees to be paid in full.
- Cancel in Year 2: Full amount of 1st and 2nd year annual fees to be paid in full.
- Cancel in Year 3: Full amount of 1st, 2nd and 3rd year annual fees to be paid in full.

Extended Services Support

Avaya may discontinue or limit the scope of services for Supported Products that Avaya has declared "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") effective as of the effective date of the manufacturer's End of Support notice. Following the effective date, Avaya services for Supported Products under manufacturer End of Support will be under the terms of "Extended Services Support." Unless the Partner's Commercial Agreement specifies how End of Support products will be treated, Avaya will continue to provide the same level of support described in this document for End of Support products, with the following exceptions:

- Product Engineering support and going-forward maintenance upgrades, such as Product Correction Notices (PCNs), "bug fixes" and interoperability/usability solutions, are no longer provided.
- Certain faults or functionality issues may not be resolvable without upgrading the system to a version currently supported by the manufacturer. The Partner will be responsible for the costs associated with any upgrades.
- Replacement parts, products or components may become increasingly scarce or require replacement with substitute parts.
- The Partner may experience delays in response or repair intervals.

Extended Services Support is provided only to the Avaya Partner purchasing support services (i.e., Support Advantage) for the affected Supported Products. Partners who have not purchased support services for the affected Supported Product are not eligible for Maintenance Per Incident (a.k.a. T&M) services when Extended Services Support becomes effective on such Supported Product.

A list of products that are currently supported is available from Avaya at <http://support.avaya.com> (Maintenance Services Index by Product).

Maintenance Software Permissions (MSPs) and Logins

For Communication Manager 5.0 and subsequent releases, Avaya will grant a right-to-use license for its proprietary MSPs for applicable End User Customer-owned Supported Products. MSPs allow the End User Customer access to certain maintenance capabilities to perform low level/minor maintenance tasks subject to Avaya MSP License terms. **MSPs are Avaya proprietary information and are not transferable or assignable to any third party without Avaya's express written permission. Active Avaya support coverage is required to retain MSPs. If Avaya support coverage is cancelled or terminated, Avaya will disable MSPs.**

MSPs are designated as Level 1 or Level 2 and allow the licensee to perform the following functions:

- Level 1 MSPs – Stations and Trunks
 - Maintain Stations and Trunks: test, busy out and release stations, data modules, trunks and modem pools.
 - Maintain Switch Circuit Packs: test, busy out and release circuit packs (boards) and ports and test LEDS.
- Level 2 MSPs – Systems and Processors
 - Maintain System: clear errors, clear maintenance data associated with links and the switch interface, display initialization causes, change maintenance system parameters and reset the system.
 - Maintain Processor Circuit Packs: test, busy out and release data links, data lines and the switch.

The End User Customer will authorize time and material charges using Avaya's then current Per Incident Maintenance rates to correct or repair damage or corruption resulting from the End User Customer's use of MSPs.

Logins

The End User Customer may not gain access to proprietary software, in the manner described below, without authorization from Avaya, and the following logins can not be used to make changes to the Communication Manager proprietary software without authorization from Avaya.

- Accessing and taking control of Avaya Communication Manager logins (INIT, INADS, DADMIN and Craft). These logins are accessed exclusively by Avaya personnel (or it's authorized agents/representatives in the case of DADMIN).
- Making changes to the permissions of logins intended for exclusive use of Avaya (INIT, INADS, DADMIN, and Craft).
- Accessing the "Change System Parameters Custom Options" screen and turning on features in the Communication Manager system without paying right-to-use fees.

Appendix A: Definitions

Avaya BackBone (Tier III): Avaya remote engineering resources who receive escalations from the Partner's Support Operations Center and troubleshoot complex issues for software and (where applicable) hardware Supported Products.

Avaya Certified Specialist (ACS): The Avaya training, and subsequent certification, the Partner undertakes to maintain individual Supported Products. The Partner's associates who have ACS accreditation are authorized to escalate troubles to the Avaya BackBone (Tier III) if they can't resolve the trouble at the Partner's Support Operations Center.

Avaya Certified Solution Specialist (ACSS): The Avaya training, and subsequent certification, the Partner undertakes to maintain solutions for Supported Products. The Partner's associates who have ACSS accreditation are authorized to escalate troubles to the Avaya BackBone (Tier III) if they can't resolve the trouble at the Partner's Support Operations Center.

Class 1 Product Correction Notice: A major system failure due to product non-conformance with high probability of potential loss of system use or functionality and/or loss of customer information.

Class 2 Product Correction Notice: A moderate system failure with moderate probability of loss of system use or functionality and/or loss of customer information.

Class 3 Product Correction Notice: A minor system failure with low probability of potential loss of system use or functionality and/or loss of customer information.

Commercial Agreement: Means, as the context requires, a Reseller Agreement, a Value Added Reseller Agreement, a Distributor Agreement, a Systems Integrator or Service Provider Agreement.

End User Customer: Means the end user purchasing support services directly from the Partner (or the Partner purchasing service for its own internal use) for the Supported Products.

Federated Model: The Partner's Concentrator Server reports back to the Avaya Service Center.

Implement and Maintain Product Authorization (IMPA): The Avaya training, and subsequent certification, the Partner undertakes to implement and maintain products for which they are certified to install and maintain. The Partner's associates who are IMPA certified are authorized to escalate troubles to the Avaya BackBone (Tier III) if the troubles can't be resolved at the Partner's Support Operations Center. Some products also require the Partner's associates to be trained as Avaya Certified Specialists (ACS).

Maintenance Per Incident: Time and material (T&M) support available for out-of-scope or break-fix related activity not included in this Service Description. Support may be remote and/or onsite based on the product being supported and the time of day.

Major Release: A major change to the software that introduces new optional features and functionality. Major Releases are typically designated as a change in the digit(s) to the left of the first decimal point (e.g., [n].y.z).

Minor Release: A change to the software that introduces a limited amount of new optional features and functionality. Minor Releases are typically designated as a change in the digit to the right of the first decimal point (e.g., n.[y].z).

Order Closure: When an order is booked and closed within Avaya's billing system of record (SAP).

Partner: Means, as the context requires, an authorized Avaya Reseller, Value Added Reseller, Distributor, Service Provider or Systems Integrator partner.

Partner Case Diagnostic Template: The Avaya-defined template that is used by the Partner to document troubleshooting and diagnostic results obtained by the Partner's ACS/ACSS accredited resource. The completed template is submitted by the Partner to Avaya when a service request is submitted for Avaya BackBone (Tier III) support.

Service Description: The Service Description may also be referred to as a Service Agreement Supplement, SoW or Partner Service Agreement Information.

Severity 1 Service Request: The Supported Product is totally out of service with no acceptable work around resulting in a loss of service affecting all users at a single site.

Severity 2 Service Request: The Supported Product is operating with severely reduced functionality causing significant impact to the End User Customer's business operations, or the loss of service impacting more than twenty-five percent (25%) of all users at a single site. Product alarms identified as major alarms by Avaya EXPERT SystemsSM.

Severity 3 Service Request: The Supported Product is operating with reduced functionality causing little or no impact to the End User Customer's business operations, or the loss of service to less than twenty-five percent (25%) of all users at a single site. Product alarms identified as minor alarms by Avaya EXPERT SystemsSM.

Severity 4 Service Request: The Supported Product is operating with full functionality and a service request for information on features, configuration or use of Supported Product needs to be tracked to completion.

Software Update: Changes in the software that typically provide maintenance correction only. An Update is typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]), representing a re-release of the corrected software version, or an issue(s)-specific correction provided in the form of a patch, super patch, service pack, maintenance release, bug fix, etc.

Standard Business Hours: Monday through Friday (or any other local period of five (5) consecutive working days according to local custom) between the hours of 8:00 a.m. and 5:00 p.m. in the time zone where the Supported Products are located, excluding Avaya observed holidays (a list is available upon request).

Standard Operating Environment: The covered applications, databases and operating systems have been tested and certified by Avaya.

Support Operations Center: Provides Tier I and Tier II support, including the original receipt of a trouble call, the assessment and triage of that call, as well as the first attempt at resolving the trouble. For the Partner Co-Delivery Support offer, the Partner performs this task.

Supported Products: The software and hardware products manufactured by Avaya and included on a service order form. Support for products manufactured by independent third parties (OEM products) may be included as Supported Products under a separate Service Description. These products are often serviced by third parties and the levels of service coverage and response intervals are designated by the third party performing the service. The service levels and response times contained in this document will not apply to these third party products.

Tier I: The Partner's call receipt function that receives incoming calls from End User Customers and creates Partner trouble tickets.

Tier II: The Partner's technical resource who troubleshoots issues of simple and moderate complexity for software and (where applicable) hardware Supported Products.

Update: A Product Correction Notice (PCN), minor software or firmware update or service pack.

Upgrade: A Major Release of software.



AVAYA

The Power of We™

Simple, Powerful, Modular Support Services

Avaya Support Advantage

Your communications environment just keeps getting more complex. New technologies and protocols keep emerging. Business units demand more uptime, increased security and new services. Your team struggles to support these growing requirements with the same limited resources.

Avaya Support Advantage can help. A new, flexible model for software and hardware support, Support Advantage delivers 24x7, global support services to businesses with Avaya communications environments.

With Support Advantage, you get industry-recognized Avaya services in the fastest response times we've ever offered. And there's a Support Advantage package that's right for you, whether you take a hands-on approach to managing your environment, or choose to rely on Avaya or one of our partners.

You can choose from simple-to-use, flexible Support Advantage services to:

- Build a simple support strategy tailored for your business.
- Leverage intellectual property, like Avaya award-winning web-based tools on a 24x7 basis.
- Benefit from a world-class remote diagnostic tool that can identify, isolate and resolve 99 percent of system-generated alarms.
- Implement security policies quickly via the Avaya Secure Access Link Policy Server to reduce network security risks.
- Maintain peak network and application

performance to serve customers better and help your people be more productive.

- Realize the potential of your communications investment.

Support options tailored to your needs

Support Advantage has two remote options - Essential Support or Preferred Support. Essential Support Essential Support is our basic level of remote support services to keep your core hardware and software up and running. Services include:

24x7 remote technical support. Available for your Avaya communications hardware and software, remote technical support helps control the cost of out-of-hours service and provides committed response objectives as fast as one hour.

Minor updates and notifications.

Essential Support provides access to software and firmware service pack updates. Major software upgrades are available to both Essential Support and Preferred Support customers for an incremental fee through the Upgrade Advantage service package.



Increased security. As an entitlement to your product purchase, you will receive the Secure Access Link (SAL) gateway. With this application, Avaya can support your products with secure remote connectivity, enabling increased security, greater bandwidth and detailed logging of remote sessions. The SAL gateway can support up to 500 devices and be deployed redundantly. It eliminates costly dedicated modem lines while providing a connectivity tool that meets compliance standards.

Enhanced Web services. Essential provides access to a comprehensive collection of online tools and Avaya-based information sources to help you resolve issues quickly, access knowledge and improve your system performance:

- **Web ticketing and intelligent routing** for faster service response
- **E-notifications** to keep you informed
- **HealthCheck reports** to improve your administration and performance
- **InSite knowledge base** for access to in-depth product information
- **Case Status Alerts** to keep you informed about the progress of your cases
- **Support Forums**, to expand your knowledge, resources and network
- **My Reports** for customized reports on your systems
- **Avaya Software Compatibility Audit (ASCA)** to quickly compare your software and firmware to the most recent updates
- **Parts Next Business Day**, provides replacement of any covered part that Avaya determines to be inoperative will be shipped for next day delivery (where geographically available).

Several support options. Customers can choose Avaya as their sole service provider or select a certified Avaya partner that will leverage the Avaya Support Advantage Essential Co-delivery offer within their support offering to provide the necessary manufacturer support from Avaya.

Preferred Support

Preferred Support builds on the remote services in Essential Support to deliver even greater value. Preferred Support includes proactive monitoring and system alarm resolution with the Avaya-patented EXPERT SystemsSM, which can reduce major outage risk by as much as 74 percent and, on average, has a 20% faster resolution time. Avaya will also monitor public switch telephone network (PSTN) facilities for problems and alert your telecom team for immediate resolution, saving precious time and reducing risk to your communications environment.

Preferred Support includes all Essential Support services, plus:

Faster Web ticketing and intelligent routing response. Preferred Support customers receive priority response and faster response times with <15 minutes for major troubles.

24x7 proactive remote monitoring, diagnostics and resolution with EXPERT Systems. Avaya is notified within 90 seconds of receiving an alarm and begins to immediately diagnose and resolve the problem. We resolve more than 99 percent of problems remotely, saving time and expense.

Avaya Operations Intelligence Suite (OIS) web portal with a unified dashboard, providing an end-to-end view of Avaya network operations,

including real-time system status, reporting, and incident management.

Off-board alarm notification. We provide monitoring and alarming of DS1, DS3, T1, other carrier facilities, and connections linking Avaya products to one another.

Additional security controls through the SAL Policy Server. Working in conjunction with the SAL Gateway, the SAL Policy Server increases remote access control by providing controls based on time of day, IP and port addresses, and user- or group-specified permissions. The SAL Policy Server's centralized management capability enables you to deploy policies to all supported SAL Gateways, as well as monitor and terminate all active remote access sessions.

Modular Support Service Offerings

Upgrade Advantage. Upgrade Advantage is an economical way to receive major software upgrades. Upgrades are available on a subscription basis as they become available during your contract term. Upgrade Advantage provides investment protection for your communications systems, keeping you competitive, reducing risk, lower costs and eliminating the need to continuously ask for additional budget to upgrade your systems.

Onsite support. Resources are dispatched in the event that onsite support is needed, including replacement of defective parts. Onsite support is available in selected countries, on an 8 a.m. to 5 p.m. or 24x7 basis.

Terminal replacement. Next-business-day replacement of defective terminals

can be added to either the parts replacement or onsite support option.

Advanced Services

Advanced Services provide ongoing operational support for your communications network and applications, helping ensure that critical functions, whether routine or rare, are performed on a timely basis. Selected Advanced Services are available with Essential Support, and all services are available with Preferred Support (see Advanced Services Availability table).

Software Release Maintenance.

Avaya provides written notification of software and firmware updates as they become available, determines whether they apply to your applications and configuration, assesses your risks, and makes formal deployment recommendations. Avaya coordinates implementation if you elect to have the update applied to your system.

Enhanced Monitoring. Secure, continuous monitoring of your Avaya IP telephony products and IP network is provided for fault detection and faster isolation of issues.

Single Point of Contact (North America only). You have a single point of entry and designated support team to call for all your Avaya service needs.

Agency Carrier (North America only).

Avaya acts on your behalf to resolve issues and coordinate resources related to telecommunications-network-provider telephony trunks that terminate on Avaya equipment.

Product Correction Support (North America only). You receive onsite support to implement software and

The Benefits of Avaya Support Advantage

Either Avaya Support Advantage option provides best-in-class support that meets business needs:

- **Greater flexibility.** You choose support level, delivery options, and optional services. You can manage your own support or receive support services from Avaya, Avaya partners, or both.
- **Simplicity.** All Support Advantage offerings provide full hardware and software support. Problems can be identified and isolated more quickly, and you know you're covered no-matter where the issue originated. Simplified pricing, upfront quoting, predictable billing and alignment with industry standards make it easier to set expectations and manage budgets.
- **Immediacy.** Avaya Support Advantage provides the service you need, fast. Web ticketing and intelligent routing enable Avaya to quickly identify and resolve issues remotely. You receive Case Status Alerts, e-Notifications and 24x7 access to technical resources for troubleshooting and questions. Preferred Support customers also receive immediate notification of alarms, and EXPERT Systems will begin working the issues within 90 seconds.

firmware service pack updates you identify and request, any time day or night, Monday through Saturday (except holidays). At your request, a technician comes to your site to back up your system translations, install the service pack, reboot the system if needed, test the system and save system translations.

Remote Back-up Administration. We back up your Avaya Communication Manager system translations to a secure Avaya server. Remote restoration is provided 24x7 if needed.

Client Service Manager. Support is provided 24x7 for service escalations, service support planning, general Avaya internal advocacy and services-solution knowledge transfer, all from a single point of contact.

Advanced Services Availability

Advanced Services	Essential	Preferred
Software Release Maintenance	•	•
Product Correction Support (Requires that an Onsite support option is elected)	•	•
Client Service Manager	•	•
Single Point of Contact		•
Agency Carrier		•
Remote Back-Up Administration		•
Enhanced Monitoring		•

Contact Us

Learn more about how Avaya Support Advantage can benefit your organization. Contact your Avaya Account Manager or visit www.avaya.com.

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

[avaya.com](http://www.avaya.com)

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