




Avaya Maintenance Service Agreement

Delivering Added Value for Your Communications Solutions



Converged Voice and
Data Networks
Customer Relationship
Management
Unified Communication
Supported by:
Avaya Labs and Services

Communication without boundaries



An Avaya Maintenance Service Agreement delivers unsurpassed security and reliability to help ensure that your voice and data networks perform at peak levels. . . People and technologies are hard at work for you around the clock, remotely as well as at your site when needed. . . A unique service plan that is much more than maintenance—it's vital to your business.

The Avaya Maintenance Service Agreement, which is available as a complete service package or as a supplement to your in-house capability, can protect your communications investment and maximize your network uptime so that you can concentrate on running your business.

With a focus on simplicity and consistency, an Avaya Maintenance Service Agreement provides you with an unsurpassed level of service and flexible options across all Avaya-supported products—Voice, Data, Customer Relationship Management (CRM), and Unified Communication:

- **Voice Networks:** Avaya's industry-certified network experts, using our patented EXPERT SystemsSM Diagnostic Tools supported by our large, geographically distributed field service force and service alliances, provide quick response time and lessen the need to dispatch a technician.
- **Data Networks:** Our service delivery includes an experienced and trained technical staff, a tiered support structure with responsive escalation procedures, and a portfolio with flexible maintenance and network services to help ensure the reliability and efficiency of your multi-vendor data networks and virtual private networks.
- **Customer Relationship Management:** Our solutions include call/contact center operational planning, performance analysis, design, and development of CRM solutions that increase the efficiency of your contact centers by bringing them closer to your customers and creating lasting, valuable relationships.
- **Unified Communication:** We boost your communications power by enabling your communications tools and applications to work together seamlessly over a networked eBusiness infrastructure, and by combining access to those tools and applications into a single, easy-to-use "portal".

Full Coverage Options

Full Coverage 8x5—Avaya's Complete Service Plan

The most comprehensive Service Agreement option, *Full Coverage 8x5*, provides you with a service plan that gives you peace of mind by leaving full servicing responsibilities to Avaya. *Full Coverage 8x5* includes:

- Business day maintenance coverage (8 AM to 5 PM, five days a week excluding Avaya holidays) on your hardware and software configurations including all of the support needed to clear faults

quickly and to maximize the availability of your systems, equipment, and applications.

- Remote maintenance and helpdesk support provided by our experienced remote technicians, as well as any on-site support or replacements parts that may be necessary to clear the fault.
- Proactive fault/alarm monitoring and resolution using Avaya Labs-patented EXPERT SystemsSM Diagnostic Tools for the Avaya DEFINITY[®] Communications Server, Avaya INTUITY[™] AUDIX[®] System, Avaya DEFINITY[®] AUDIX[®] System, Avaya[™] Call Management System, and other products.

Full Coverage 24x7

You may also choose the *Full Coverage 24x7* option that provides the same full coverage as *Full Coverage 8x5*, but also provides support on major outages on a 24-hour-per-day, 7-day-per-week basis.





Full Coverage Plus Software Upgrades

With this level of service, you'll have dedicated telephone-based technical support—24x7 coverage of critical issues (major troubles), or 8x5 coverage, Monday through Friday, excluding Avaya holidays. Our remote technicians will diagnose and troubleshoot your product, deliver software updates (maintenance fixes) and software upgrades (new releases) to resolve any issues related to the software product. Software upgrades are at the newest version and generally, you can download them via an electronic interface.

With the associated costs of network downtime, and end-user customers' perception of network unavailability and business constraints and losses, it is easy to see why the Avaya Full Coverage Option is the coverage of choice.

Full Coverage Features

The Avaya Maintenance Service Agreement forms an important link between your communications infrastructure and your business strategy. *Full Coverage* is a comprehensive service plan that goes far beyond simple break/fix coverage. It helps ensure that your communications solution and your business operations work hand-in-hand through proactive resolution of issues that are critical to your business strategy.

Remote Monitoring and Resolution

Using Avaya Labs' patented EXPERT Systems, your Service Agreement is at work to ensure your communications uptime. A capability unique to Avaya, EXPERT Systems securely monitors your communications system around the clock from our Technical Service Center. When it detects an alarm, EXPERT Systems works to pinpoint the cause quickly—usually within 90 seconds. With EXPERT Systems, Avaya is able to resolve 96 percent of communications systems alarms without dispatching a technician to your site. So, with your Service Agreement, EXPERT Systems are at work to detect and correct potential problems quickly and transparently, without disruption to your communications or your business day.

Intelligent Dispatch

With *Full Coverage*, if a problem detected by EXPERT Systems cannot be resolved remotely or through the problem diagnosis performed by our highly trained expert, Avaya will dispatch a technician to resolve the problem. The technician will arrive on site prepared, knowing what the problem is, and what parts are needed to fix the problem quickly the first time—maximizing uptime for you.



On-Site Service Response Objective

When the trouble cannot be resolved remotely, Avaya provides on-site service under the *Full Coverage* option with a four-business-hour response objective through a nationwide network of technicians.

Quality Protection Plan

Under *Full Coverage*, Avaya will proactively notify you if a component within your communications system needs to be updated or corrected—and for high-priority notices, we will automatically arrange to do the work required. The Quality Protection Plan helps ensure ongoing system reliability through a strategic relationship with your business. Avaya will explain why the update or change is required, and will schedule the necessary work. There is no charge for the hardware or software and labor is available at preferred rates.

Parts Plus Remote Support 24x7 and 8x5—Avaya's Plan for Self Maintainers

The *Parts Plus Remote Support 24x7 and 8x5* Service Agreement option provides remote monitoring and diagnostic support to Avaya customers who choose to maintain their own systems and equipment. . . it is NOT a low-cost alternative if you need full coverage. With this

option, you can purchase a Service Agreement with remote capabilities and the other benefits inherent to Avaya Maintenance Service Agreement coverage and still use your trained, internal staff to address your on-site needs. This tier of service includes:

- Remote monitoring and diagnostics
- Problem identification, isolation, and resolution
- Maintenance help desk support for identified Avaya platforms
- Parts replacement—Avaya remote technicians will diagnose the faulty device, identify the faulty part, and arrange for delivery of a replacement part/device to your site by the next business day. When the part arrives at your site, your staff can complete the physical replacement of the defective part or device causing the problem.

Additional Features for Full Coverage and Parts Plus Remote Support 24x7 and 8x5 Service

The following features of the *Full Coverage* and *Parts Plus Remote Support 24x7 and 8x5* options provide exceptional value, optimal system performance, and maximum network uptime.

Technical Support/Troubleshooting

Tiers of highly experienced product and service engineers support the Technical Service Center and field technicians who support your needs. With a Service Agreement, you receive the highest level of technical support as needed.

Replacement Parts

The Avaya national distribution system provides the correct parts in the shortest interval possible. With *Full Coverage*, Avaya will dispatch a technician to replace the defective part or equipment. The *Parts Plus Remote Support 24x7 and 8x5* offer guarantees you delivery of the replacement parts by next business day for installation by your in-house staff.

Software Updates

Software maintenance fixes encompass any changes that may be needed to resolve problems that prevent the equipment from performing up to the manufacturer's





technical specifications. Software updates are at the newest version and generally, you can download them via an electronic interface.

HelpLine Support

For fast assistance that is just a phone call away, the Service Agreement provides access to HelpLines staffed by system experts. There you can receive timely, thorough answers to basic product, feature/function or interoperability questions.

Avaya Customer Support Web Site

For fast, easy self-service, the Customer Support Web site is available 24 hours a day, 365 days a year, providing the latest information and services related to your communications network. The Web site offers access to service request generation, trouble ticket status and history, an online electronic library, news, events calendars, answers to frequently asked questions and service directories. Only Service Agreement customers have access to Avaya Online EXPERT™ Technical Assistance. This intuitive, interactive application delivers technical assistance with all the immediacy and convenience you expect from online service. As a Service Agreement customer, you also have access to enhanced online services including Avaya DEFINITY® Communications Server quality protection notifications and replacement equipment requests. And, you can participate in chat sessions with technical and industry experts.

Service Agreement Customers Have More Choices

In addition to the two high-level service plans, Avaya Maintenance Service Agreement customers can purchase several options to meet their specific needs. These options include an array of service plans such as Enhanced Remote Services (ERS), Multinational Service Agreement, Enhanced Secure Remote Access Service, Dedicated On-site Technician, National/Global Service Managers, and Same Day Advanced Parts Replacement, just to name a few.

It's All Part of Your Avaya Maintenance Service Agreement

When you think about the importance of your communications capabilities to your business, and consider all that you've invested in your systems and networking infrastructure, it's easy to see how valuable a Service Agreement really is. The Avaya Service Agreement completes your communications solution with:

- A streamlined, yet comprehensive service structure that allows you to choose the solution that meets your needs.
- Guaranteed peace of mind knowing that our simplified maintenance plan for *all* Avaya-supported products includes our remote capabilities, technical expertise, and parts availability.
- The involvement, coordination, and expertise of the entire Avaya Servicing team.
- Easy-to-understand billing that is predictable and, in turn, highly manageable. This makes your overall business planning, budgeting, and decision-making tasks more straightforward than ever before.

Over 90 percent of the Fortune 500® and government rely on Avaya for secure network infrastructures and reliable voice and data applications. To learn more about how the Avaya Service Agreement can support your business in today's Customer Economy, contact your Avaya Client Executive or Authorized Avaya BusinessPartner. And be sure to visit our Web site at avaya.com.

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