



## GoldSeal, What's that?

*GoldSeal Support for Sonus provides remote technical support and help desk services on Sonus Session Border Controller (SBC) products. GoldSeal also acts as your service desk to expand traditional maintenance to include, product guidance by certified experts, knowledge transfer and remote administration assistance. Offering IT support at all tiers, GoldSeal will be your first, and only, phone call during a technical emergency. The GoldSeal team is Sonus trained and vendor accredited to provide support and troubleshooting. The team works efficiently and diligently to ensure that your problems are solved as quickly as possible.*

### Get to know Sonus SBCs!

Session Border Controllers (SBCs) provide security, interoperability, routing and other functions in a Session Initiation Protocol (SIP) network. However, not all SBCs are created equal, and not all SBC customers have the same criteria. From small businesses to large operators, Sonus' has an award-winning and field-proven portfolio of SBCs to meet every need.

The Sonus Difference:

- Security from attacks – Sonus SBCs are purpose-built to deliver top protection against Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks as well as toll fraud and theft of service
- Better transcoding – Sonus SBCs can support high levels (thousands of simultaneous sessions) of transcoding without sacrificing critical functionality such as security or call admissions control
- Performance under pressure – Sonus SBCs provide peak performance, even under extreme conditions and full-fledged network attack levels
- Lync qualification – Sonus has the broadest portfolio of Lync 2013 and Lync 2010 qualified SBCs on the market

Whether you have an enterprise Voice over Internet Protocol (VoIP) network or you are a service provider offering Unified Communications (UC) services to your customers, Sonus SBCs can help you unify, simply and secure your communications.

### What GoldSeal can do for you!

Through GoldSeal, you will receive access to 24/7 support to help ensure a satisfying and efficient experience with maximum uptime should an outage occur.

## GoldSeal Features include:

- Tier 1–3 remote support ensuring a single point of contact
- GoldSeal Service Desk that can assist with all types of product questions
  - basic system set-ups
  - license installations
  - configuration backup/restore
  - routine maintenance steps
- Assistance in downloading and or applying software updates and workarounds
- Opening and administering service tickets and tracking escalations
- Support with trouble recreation, solution testing, analyzing logs, and trace files
- Coordination of Advance Hardware Replacements with GoldSeal Premium Support

## Advance Hardware Replacement

In collaboration with Sonus, GoldSeal Premium support offers coordination 24/7 Return Material Authorizations (RMAs) for advance replacement of defective Field Replacement Units.

## The Facts:

- Replacement requests received before 2 p.m. of the geographical point of failure will be processed on the same business day.
- Replacement requests received after 2 p.m. will be processed the following business day.
- Replacements will be shipped using Sonus' preferred carrier with prepaid freight excluding import duties as well as taxes and fees.
- Advance Replacement(s) will be either new or equivalent to new at Sonus' discretion.
- For international shipments, compliance with export controls, customs processes and local transportation infrastructure may delay delivery.

Offering	GoldSeal Premium	GoldSeal BOH
Office Hours Availability	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2
Language	ENG	ENG
Documentation	Access to product documentation including: product manuals, technical guides, FAQs, software release notes	
Online Tools	Access to online support tools and case management	
Usage		BH: 30 min min, 15 min increments per call; OOH: 1 hr min, 30 min increments per call
Updates	All software releases	All software releases
<b>Support Resources</b>		
Service Desk Engineer	•	•
Designated Technical Support Engineer	Optional	Optional
Dedicated Technical Support Engineer	Optional	
Shared Technical Account Manager	Optional	
Upgrade and Release Planning	Optional	•
<b>Access Method</b>		
Online Portal Access	•	•
Portal Custom Branding	Optional	
<b>Hardware Replacement</b>		
Advanced Replacement Next Business Day Ship	•	
30-Day Return and Repair Hardware Replacement		
RMA Phone Support	•	
<b>On-Site Resources</b>		
On-site Technician for Replacement Part Install, Scheduled	Optional	Optional
Smart Hands Dispatch	Optional	Optional
<b>Training</b>		
Customized Product Training	Optional	Optional
Product Certification Training	Optional	Optional
<b>Service Type</b>		
Annual Support Agreement		•
Prepaid Block of Time		•
Pre-Purchased Incidents		

Offering	GoldSeal Premium	GoldSeal BOH
<b>Support Elements</b>		
Email Support - 1 Business Day	•	•
Tier I Support	•	•
Tier II Support	•	•
Tier III Support	•	• <sup>1</sup>
Tier IV Support	•	• <sup>1</sup>
Escalation Support, 8x5	•	•
Critical Incident Response / Active Intrusion / Attack	Optional	Optional
<b>Additional Support Features</b>		
On-Site Remote Access Appliance	Optional	Optional
Assisted Remote Access	•	•
<b>Service Level</b>		
Standard Service Level Objectives	•	•
<b>Additional Services</b>		
Customized Product Training	Optional	Optional
Product Certification Training	Optional	Optional

<sup>1</sup> Requires an existing manufacturer maintenance contract and letter of agency

## Service Level Objectives

Severity Level	Definition	Response Time	Expected Resolution Time
P1 = Critical	Product is down, critically affects end user production environment.	1 Hour	24 Hours
P2 = High	Product is impaired, end user production up, but impacted.	2 Hours	3 Business Days
P3 = Medium	A Product function has failed, end user production not affected. Vendor is aware of the issue and a workaround is available.	4 Hours	10 Business Days
P4 = Low	Non-critical issue, does not impact end user business. Feature, information, documentation, how-to and enhancement requests from the end user.	Next Business Day	Request Dependent

## GoldSeal MNOC Add-on

GoldSeal and Sonus have expanded their offers even further to provide monitoring capabilities as an add-on to GoldSeal Premium Support. GoldSeal Support provided in collaboration with Sonus Managed remote Network Operations Center (MNOC) personnel adds a single point of proactive fault surveillance for customer's Managed SBC(s).

The GoldSeal MNOC service is designed to alert and inform. Customer impact will be evaluated to ensure the correct importance is applied to an incoming issue. The goal of the GoldSeal MNOC service is to remove ambiguity and increase the level of satisfaction of the customer when alarm and incident events are triaged.

GoldSeal MNOC offers 24x7x365 monitoring of the customer's devices real-time and will create a ticket on the customer's behalf to a live support person and will proactively engage GoldSeal Support team to initiate triage and follow up. This service is staffed and available 24 hours a day, 7 days a week, 365 days per year.

## Why you should add monitoring to your order!

- Improved customer service perception and satisfaction
- Increased accessibility to assistance/help through a single point of contact, communication, and information
- Increased quality and quicker turnaround of customer/user requests

## Our Comprehensive Model for Support

- The monitoring is initiated as devices are transitioned to production use.
- The incident management process is initiated by GoldSeal MNOC staff and coordinated with Sonus.
- GoldSeal and Sonus share a comprehensive incident resolution process.

## Sealing the Deal with Superior Support

GoldSeal is a service that you will undoubtedly want to take advantage of. GoldSeal's 24/7 technical support system is available for any Sonus SBC emergencies and standard software difficulties you may experience. The GoldSeal team is proficiently trained to operate Sonus SBCs, as well as troubleshoot the system, offering you an accredited service. We work efficiently and diligently to ensure that your customer's problems are solved as quickly as possible.

GoldSeal consistently receives 100 percent customer satisfaction ratings.