

Compare Sonus SBS Support to GoldSeal

Offering	GoldSeal Standard	GoldSeal Enhanced	GoldSeal Premium	GoldSeal Software Only	GoldSeal BOH	GoldSeal Incident Pack
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	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	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2 afterhours will be charged at time an half	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2
Language	ENG	ENG	ENG	ENG	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	One incident per issue
Updates	Patch releases only	All software releases	All software releases	All software releases	All software releases	All software releases
Support Resources						
Service Desk Engineer	•	•	•	•	•	•
Designated Technical Support Engineer	Optional	Optional	Optional	Optional	Optional	Optional
Dedicated Technical Support Engineer	Optional	Optional	Optional			
Shared Technical Account Manager	Optional	Optional	Optional			
Upgrade and Release Planning	Optional	Optional	Optional	Optional	•	
Reporting						
Customer-Generated Reports	•	•	•	•	•	•
Service Delivery Reporting, Quarterly	Optional	Optional	Optional	Optional	Optional	Optional
Service Delivery Reporting, Quarterly Review, Remote	Optional	Optional	Optional	Optional	Optional	Optional
Annual Health Check and Report	Optional	Optional	Optional			

¹ Requires an existing manufacturer maintenance contract and letter of agency

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Access Method						
Online Portal Access	•	•	•	•	•	•
Portal Custom Branding		Optional	Optional			
Hardware Replacement						
Advanced Replacement Next Business Day Ship			•			
30-Day Return and Repair Hardware Replacement	•	•				
RMA Phone Support	•	•	•			
On-Site Resources						
On-site Technician for Replacement Part Install, Scheduled	Optional	Optional	Optional		Optional	Optional
Smart Hands Dispatch	Optional	Optional	Optional		Optional	Optional
Training						
Customized Product Training	Optional	Optional	Optional	Optional	Optional	
Product Certification Training	Optional	Optional	Optional	Optional	Optional	
Service Type						
Annual Support Agreement	•	•	•	•		
Prepaid Block of Time					•	
Pre-Purchased Incidents						•

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

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