

Avaya IP Office Support Options



GoldSeal Support for Avaya

Offering	GoldSeal Support	GoldSeal UCaaS	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 afterhours will be charged at time an half	9 a.m. – 5 p.m. local time (Continental U.S.)
Language	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			Access to online support tools and case management	One incident per issue
Updates	Patches included; upgrades included in some Avaya IPOSS offers	Patches included and applied automatically	Patches included; upgrades included in some Avaya IPOSS offers	Patches included; upgrades included in some Avaya IPOSS offers
Support Resources				
Service Desk Engineer	•	•	•	•
Designated Technical Support Engineer	Optional	Optional		
Upgrade and Release Planning	•	•	•	
Reporting				
Customer Generated Reports	•	•	•	•
Service Delivery Reporting, Quarterly	Optional	Optional	•	Optional
Service Delivery Reporting, Quarterly Review, Remote	Optional	Optional	•	Optional
Annual Health Check and Report	Optional	Optional	•	
Access Method				
Online Portal Access	•	•	•	•
Portal Custom Branding	Optional	Optional		
Hardware Replacement				
Advanced Replacement Four-hours Part Delivery	• ²	• ²	• ²	• ²
Hardware Replacement Next Business Day	• ²	• ²	• ²	• ²
RMA Phone Support	•	•	•	•
On-Site Resources				
On-site Technician for Replacement Part Install, Scheduled	Optional	Optional	Optional	Optional
Smart Hands Dispatch	Optional	Optional	Optional	Optional

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Training				
Help-Desk Assistance Remedial Knowledge Transfer	•	•	•	
Online University	Optional	Optional	Optional	
Customized Product Training	Optional	Optional	•	
Product Certification Training	Optional	Optional		
Service Type				
Annual Support Agreement	•	•		
Prepaid Block of Time			•	
Pre-Purchased Incidents				•
Support Elements				
Email Support – 1 Business Day	•	•	•	•
Tier I Support	•	•	•	•
Tier II Support	•	•	•	•
Tier III Support	• ¹	•	• ¹	• ¹
Tier IV Support	• ¹	•	• ¹	• ¹
Software Support Current Major Release Only	•	•	•	•
Software Support – Current Major Release and Two Major Releases Back	•		•	•
Software Updates	• ¹		• ¹	• ¹
Resource Reservation	•	•	•	
Escalation Support, 8x5	• ¹	•	• ¹	• ¹
Additional Support Features				
On-Site Remote Access Appliance	Optional	Optional	Optional	Optional
MAC Assistance – Basic	•	•	•	
MAC Assistance – Complex	Optional	Optional		
Assisted Remote Access	•	•	•	•
Service Level				
Standard Service Level Objectives	•	•	•	•
Additional Services				
Asset Tracking	Optional	Optional	Optional	Optional
Proactive End-of-Life Monitoring	Optional	Optional	Optional	Optional

¹ Requires an existing IPPO contract and letter of agency

² Requires an existing APR contract