

QTS SUPPORT AGREEMENT

A QTS Support Agreement offer that provides more value than regular Break and Fix service.

One of the most critical business systems is the Communication System. If the Communication System stops working, so do employees. An investment made in a Support Agreement is the first step in developing a Business Continuity plan. Whether a simple issue like a button not working on a phone to a major issues such as a power supply failure, QTS is here to quickly fix the problem and get your business back to work.

In addition to Standard Repair services, QTS provides value added services such as Remote Technical Support. Clients quickly receive answers to technical questions, consultation on Features/Functionality and product updates/patches and documentation. Within minutes QTS can remotely handle all programming requirements and needs.

QTS provides semi-annual training during the term of a Support Agreement. Clients receive professional training for their employees and administrators, ensuring that the investment in a communications system does not diminish as new untrained employees are hired. QTS takes the time to understand how employees use their phones and make suggestions that will improve business efficiencies.

QTS Audits the communications system annually to ensure that all system translations are up-to-date and fragmented data is removed. Diagnostics and test are performed to ensure that the Communication System is fully operational. Additionally, QTS consults with the Client to ensure that the system is serving business needs, and offer recommendations that improve productivity.

EFFICIENCY

Clients that have a Support Agreement will be guaranteed a 25% discount off List Price for all products and adjuncts that are added to the communication system. This applies for QTS Technician Time for any on-site Moves/Add/Changes. Clients also received prioritized scheduling.

PROACTIVE

Clients who Pre-Pay annually for their Support Agreement will receive Free Technician Time based on the Annual Commitment. In some cases this can save thousand of dollars.

ASSURANCE

If selected Clients will be entitled to Minor and Major Software revisions and releases. During the Support Agreement term QTS ensures that all software is up to date and working as specified. This alone can save clients thousands of dollars.

PROTECTION

VALUE ADDED

QTS SUPPORT AGREEMENTS

OFFERS AND ENTITLEMENTS

8-5 SA - Provides standard Support between the hours of 8 am to 5 pm, Monday through Friday, excluding Holidays. If the Communication Equipment is damaged or defective due to normal business use, QTS repairs or replaces product.

If damaged or defective Product causes a Major Outage (more than 25% of all Product not functioning) QTS initiates repair within 4 hours 8-5 M-F from time of reported outage.

If damaged or defective Product causes a Minor Outage (Less than 25% of all Product not functioning) QTS initiates repair before 5 pm the next business day from time of reported outage.

7/24 SA - Provides standard Support 7 Days a Week, 24 Hours a Day. If the Communication Equipment is damaged or defective due to normal business use, QTS repairs or replaces product.

If damaged or defective Product causes a Major Outage (more than 25% of covered Product not functioning) QTS initiates repair within 4 hours from time of reported outage.

If damaged or defective Product causes a Minor Outage (Less than 25% of covered Product not functioning) QTS initiates repair before 5 pm the next business day from time of reported outage.

8-5 Control Unit Only - This option is the same as the 8-5 SA above but only covers Core modules contained in the System Chassis. This option provides coverage for the most critical components of the Communication System.

7/24 Control Unit Only - This option is the same as the 7/24 SA above but only covers Core modules contained in the System Chassis. This option provides coverage for the most critical components of the Communication System.

VALUE ADDED ENTITLEMENTS

8-5 Remote Technical Support - Clients are entitled to remote technical support for minor programming and feature consulting. QTS assists Clients with programming and/or remote "dial-in" support for programming issues, between the hours of 8am - 5pm Monday through Friday.

Annual System Assessment - QTS provides an annual telecommunication review with the Client. QTS provides Client (depending on System Type); Traffic, Trunk, and Voicemail Usage reports as requested. QTS audits the Communication System ensuring that all information is up-to-date. Additionally removing unused station records, coverage paths, and other fragmented data.

Semi-Annual Training - Clients may schedule with QTS every 6 Months, during the term of the Support Agreement, on-site training for end users and system administrators. QTS provides up to ½ day of training per session.

Guaranteed Discounted Pricing - QTS ensures during the term of the Support Agreement, all additional adjuncts and Communication System Products sold to Client will be at least 25% off regular List Price.

Preferred Scheduling - Clients will receive preferred and prioritized scheduling for service work.

ENHANCED ENTITLEMENTS

FREE Technician Time - Clients that choose to Pre-Pay the annual cost of the Support Agreement PWM Service receive up to 10 Hours of Technician Time per year for the length of the PWM Term. Technician time can be used for adds, moves, and changes as required by Client for installed Product. Time does not include any Product or Materials required in fulfilling work. Time can be used between 8am and 5pm, Monday through Friday, Non Holiday. Time must be scheduled at least one week in advance. Free Technician Time is based on the annual Support Agreement Cost. 1 Hour for every \$500.00 in Support Agreement Cost(10 hours maximum).

QTS OPTIONAL PWM ENHANCEMENTS

Wiring - This is an optional enhancement to any of the above PWM Options. QTS covers all existing wiring connected to the Communication System. If in the event wire is damaged and/or defective QTS repairs or replaces the wiring. This is a no-fault agreement, so if for what ever reason wire is damaged QTS repairs the wiring.

IPOSS - This is an option that provides Software Support and Access to Avaya's Web Portal. Client is entitled to Major and Minor Software updates and Scheduled Releases at no cost. QTS may charge Client for Installing and Updating the System Software. Charges are based on hourly time involved. Client's Communication System is also remotely monitored by Avaya's Smart Diagnostic Systems.