



PER INCIDENT MAINTENANCE

Frequently Asked Questions

1. What is Per Incident Maintenance?

Per Incident Maintenance is also known as Time & Material support outside of an Avaya Service Agreement. Per Incident Maintenance provides customers the ability to utilize Avaya Global Service Delivery (GSD) resources. This support is currently available to all Avaya customers for support on all Avaya products that have not reached End-of-Life support status.

2. What is changing?

Effective June 4, 2007 Avaya is dramatically simplifying our Maintenance Per Incident (T&M) Onsite and Remote Offers and Billing Rates. This simplification will result in various changes to per incident pricing including, but not limited to:

- Simple and Complex Product Classification for Remote/On-Site material codes have been merged into one code per the type of support requested. Therefore, the pricing has changed
- Enhanced Technical Support is a manually rated charge based upon activities defined in the Scope of Work
- Time minimums have changed
- Billing Increments have changed
- Applicable visit charges are no longer required

3. What is Avaya's long-term strategy regarding Per Incident (T&M) Product Support?

The Per Incident Maintenance simplification taking effect on June 4, 2007 is the first phase of Avaya repositioning the long-term strategy towards Per Incident Maintenance Services (T&M) for Avaya Maintenance customers. This direction is consistent with other manufacturers and competitors in the Software Support industry.

4. Why are we doing this?

As Avaya shifts our corporate strategy to become a software provider, this Per Incident pricing strategy simplifies our pricing and offer structure, and better aligns Avaya Per Incident Maintenance (T&M) support with other manufacturers in the Software Support industry.

5. When will the changes take effect?

The first phase of the Avaya long-term strategy will be implemented June 4, 2007. Additional changes are scheduled to occur over the next 12 - 18 months.

6. How will T&M support for locations under an Avaya Service Agreement be impacted?

Avaya Service Agreement customers requesting Per Incident (T&M) product support will experience a rate consolidation. Previously Avaya utilized 73 different material codes for Per Incident (T&M) support. With the changes taking effect on June 4, 2007, Avaya will be consolidating these material codes from 73 down to 14 material codes. Customers requesting Per Incident Support will be billed at the new preferred Per Incident (T&M) Service Agreement rates. Additionally, select billing increments and time minimums will be changing.

7. Why would customers with an Avaya Maintenance Service Agreement request Per Incident (T&M) Maintenance support?

Customers would request T&M maintenance even if they have a service agreement if:

- They have 8-5 coverage and want support out of hours
- They have coverage on their switch but not their adjuncts, and require support on their adjuncts
- They have multiple locations with some locations covered under a service agreement and some not covered under a service agreement.

8. I have a location with an Avaya Service Agreement for my Avaya Communication Manager platform, but my messaging platform is not under an Avaya Service Agreement. What rates will I be charged if I need work on my messaging platform?

If a customer requests Per Incident (T&M) support on the Avaya Communication Manager platform, you will be billed at the current preferred Per Incident (T&M) rates. However, if you request Per Incident (T&M) support on your messaging platform, you will be billed Per Incident (T&M) Non-Service Agreement rates because your messaging platform is not covered by an Avaya Service Agreement.

9. What if I have a location totally covered by an 8 – 5 Service Agreement and I need Out-Of-Hour support, how will I be charged?

If all of your Avaya product components are covered by and Avaya Maintenance Service Agreement, you will be billed Out-Of-Hours Per Incident (T&M) Service Agreement rates.

10. How will Per Incident (T&M) support for products and/or locations that I do NOT have a Service Agreement for be impacted?

Locations and/or products not supported under an Avaya Service Agreement will be billed at the current Per Incident (T&M) Non-Service Agreement rates. Therefore, if you have a solution that is partially covered by maintenance and need support on that portion which is not covered, you will be billed at the current Per Incident (T&M) Non-Service Agreement rates.

11. Who do I contact to look at purchasing an Avaya Service Agreement for products and/or locations currently not covered?

If you are interested in purchasing an Avaya Service Agreement, please contact your Avaya Client Executive or Avaya Authorized BusinessPartner. If you are not currently working with an Avaya Client Executive or an Authorized BusinessPartner, please contact an Avaya Global Integrated Sales Representative at (800) 247-7000.

12. If I have purchased Avaya Maintenance Assist, what Per Incident (T&M) rates will apply to me?

Avaya Maintenance Assist is NOT considered an Avaya Service Agreement for Per Incident (T&M) billing. Therefore, you will be billed at the current Per Incident (T&M) Non-Service Agreement rates.

13. Will Avaya continue to bill for a separate on-site visit charge?

Effective June 4, 2007 Avaya will no longer charge an on-site visit charge for Per Incident (T&M) Maintenance support, regardless of having an Avaya Service Agreement.

14. What's not changing?

Customers will continue to have access to approximately 6,000 remote and on-site Avaya support professionals globally, regardless of having an Avaya Service Agreement.

15. How will Avaya bill for Backbone (Tier III and Tier IV) support?

Effective June 4, 2007 Maintenance Per Incident Backbone/Regional Solutions Engineer (RSE) Hourly support will be billed at \$500/hour, regardless of the time of day. In addition, Maintenance Per Incident Backbone/Regional Solutions Engineer 8 Hour Standby Support will be billed at a \$3,500 **one-time** flat rate per case.

16. What is considered simple vs. complex?

Although Simple and Complex pricing will now be the same hourly rate, time minimums may be changing. The following products from the SMB portfolio, from legacy to current release, are considered **Simple Products**

Classifications:

- PARTNER® Advanced Communications System
- MERLIN LEGEND®
- MERLIN MAGIX®
- All messaging associated with the above list product platforms

The following is a list of **Complex Product** Classifications:

- DEFINITY® Servers
- DEFINITY Associated Messaging
- SMBS Applications
- IP Office
- Interchange
- All Data Equipment
- CRM Applications including CONVERSANT® CMS, Desktop Applications and ASAI/CTI
- Converged Solutions
- Modular Messaging
- Proactive Contact
- Avaya Video Telephony Solution
- Avaya Meeting Exchange™

17. Is this a global offer?

Currently, these changes only apply to the United States. However, going forward these changes will become global.

18. Will my level of service be different if I do NOT have an Avaya Service Agreement?

Avaya Non-Service Agreement customers will receive the same technical resources as Service Agreement customers. However, Service Agreement customers will receive priority response as stipulated in their Avaya Service Agreement.

19. Who do I contact for questions?

For additional information on Per Incident (T&M) Product Support, please contact your Avaya Client Executive or Avaya Authorized BusinessPartner.

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