



**FACT SHEET**

## **Per Incident Maintenance Simplification**

In an effort to improve our Avaya Global Services (AGS) business, we are embarking on several changes across Avaya's Per Incident Services Support portfolio. Maintenance Per Incident Service is a value-added service that provides maintenance break/fix service to customers who require on-site and/or remote technical assistance not covered by the terms of a service contract. Per Incident Services allow organizations to call on Avaya expert resources on an as needed basis for unplanned services. Effective June 4th, 2007, AGS will implement these changes. Our goal is to simplify our maintenance billing practices. Billing of these services will be simpler and easier to understand. Following is a brief description of the changes.

### **Maintenance Visit Charge**

Avaya Global Services will no longer charge Per Incident Maintenance Visit Charges.

### **On-site Minimum Billing Increments**

The billing for Per Incident Maintenance field services support will change to 15 minute or 30 minute minimum billing increments based on the type of service requested. This change will allow Avaya to align with others in the industry.

### **Remote Maintenance Product Per-Incident Support**

The AGS Per-Incident billing schedule is based on three variables; time of day, contract status and product type in trouble. In the interest of simplification, AGS will restrict the product classifications to two classifications: Simple and Complex.

### **Rescue Me Fee Update**

The Rescue Me Fee is now product neutral and will be charged on a flat rate basis. This change will support the Per Incident Maintenance Simplification strategy.

### **Benefits for the Customer**

- Trained and competent technicians are available to provide assistance with your questions related to product features/functions, support with general usability, and limited online coaching and training.
- Avaya is available to help you diagnose and resolve trouble with your system/network/equipment/devices to quickly return service and functionality.
- Avaya personnel are equipped to provide the required expertise, knowledge, and/or permissions to perform remote administration on your behalf.



- Increased productivity of in-house IT resources. You can use Avaya for non-routine and unique services, enabling your in-house resources to maintain focus on areas where their knowledge improves business results.
- A global network of over 6,000 highly trained and certified technicians and Engineers are available locally to address maintenance.

### Learn More

For additional information on how Avaya Global Services can support your business, please contact your Avaya Client Executive or visit us at [avaya.com](http://avaya.com).

#### About Avaya

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