



Avaya Global Services

The Value of an Avaya Global Services Maintenance Agreement¹

Today, maintenance services are more important than ever. In effect, if your communications go down, you are “closed for business”. Take a look at the table below and you will see how the proactive approach, priority response and cost control features built into the Avaya Global Services Maintenance Agreement deliver value day in and day out.

Avaya Maintenance Agreement Features	The Value to Your Business	Without an Avaya Maintenance Agreement (Time & Materials Basis)
24/7 Monitoring²	Continuous, 7-day-a-week, 24-hour-a-day monitoring of your systems. Any alarm on your system is thoroughly checked by Avaya the moment it occurs, whenever it occurs.	<ul style="list-style-type: none"> Monitoring by Avaya is not available. You must notify Avaya of a system alarm and request diagnosis.
Avaya EXPERT SystemsSM Diagnostic Tools²	Avaya EXPERT Systems and its proprietary maintenance data-base of over 30,000 Artificial Intelligence Algorithms (AIAs) are on call 24/7 to diagnose and resolve your system alarms. No other vendor holds a patent that allows them to remotely dial into an Avaya product with a automated diagnostic tool.	<ul style="list-style-type: none"> Automatic access to Avaya EXPERT Systems is not available – you must call to report the trouble during normal business hours. Remote diagnostics/resolution not available out-of-hours. All calls are billable and scheduled after Warranty and Maintenance Agreement customer’s issues are addressed.
Unlimited Service Calls	You have full access to Avaya service resources — EXPERT Systems 24x7 and to unlimited live Technical Help Line support during 8x5 business hours.	<ul style="list-style-type: none"> Limited access. All calls to Avaya are billable and scheduled after Warranty and Maintenance Agreement customers.
Priority Response	Alarms that cannot be resolved remotely (e.g. a part is needed) are addressed with 2-hour and 4-hour on-site response objectives via the nationwide network of over 1600 trained Avaya technicians.	<ul style="list-style-type: none"> Response times will vary. Any on-site visits are billable. You are scheduled after Warranty and Maintenance Agreement customers.
Intelligent Dispatch	With the information gathered via remote monitoring and Avaya EXPERT Systems, the Avaya technician is ready to resolve the problem the first time, minimizing return visits and downtime.	<ul style="list-style-type: none"> Intelligent Dispatch is not possible unless a customer requests Avaya perform remote diagnostics. All diagnostics and on-site visits are billable. You are scheduled after Warranty and Maintenance Agreement customers.
Out-of-Hours Support — On-Site Service	Upon request, priority, out-of-hours service can be provided to resolve major failures. You save money — service provided outside your selected coverage hours is billed at preferred rates.	<ul style="list-style-type: none"> Out-of-hours service is billable at premium rates. You are scheduled after Warranty and Maintenance Agreement customers.

¹ Agreements that cover Avaya Global Enterprise Communication Solutions.

² Offer applies to GCS products only.

Avaya Maintenance Agreement Features	The Value to Your Business	Without an Avaya Maintenance Agreement (Time & Materials Basis)
Replacement Parts	Replacement parts and the labor to install them are included in your Avaya Maintenance Agreement. Avaya products are supported by a national distribution system designed to provide the correct part in the shortest interval possible.	<ul style="list-style-type: none"> You are responsible for all parts and labor. Parts are billable at list price. All labor is billable.
Help Line Support	Call Avaya during normal business hours and get the answers you need on products, features/functions and interoperability. Basic Help Line and application support services are included and are available as often as you need them.	All calls are billable.
Technical Support	You have access to Avaya Technical Center and field technicians, supported by tiers of product and service engineers, including Services R&D and Avaya Labs.	All calls are billable.
Power Surge Protection	Your voice communications solutions are covered for parts and labor if damaged due to lightning or a power surge provided certain electrical requirements are met.	Parts and labor required to rectify lightning or power surge damage is billable.
Proactive Management²	Avaya EXPERT Systems evaluate your systems on a regular basis and identify situations that may cause critical resource issues, e.g., blockages due to too few trunks, disk space, processing capacity, etc.	Proactive management is not available without a Maintenance Agreement.
Security Scanning²	Avaya scans your PBX for the top ten configuration vulnerabilities associated with toll fraud abuse. Each quarter two to three of the 10 areas of vulnerability are checked. We will provide you a quarterly letter apprising you of the results.	Service not available.
Toll Fraud Indemnification	<p>Avaya will accept limited responsibility for unauthorized long distance calls, provided that the switch remains in compliance with Avaya Security Standards (see Security Scan above). Having an Avaya Maintenance Agreement and by allowing Avaya to perform a PBX Security Service (to bring system into compliance) your system qualifies for indemnification from unauthorized charges limited to, international outbound calls and identified inbound calls (800 Service).</p> <p>No other vendor provides this level of support.</p>	Service not available.
Emergency Service Plan	Avaya is committed to restoring basic phone service within 24 hours of notification. You receive priority queuing for a permanent replacement system.	<ul style="list-style-type: none"> Priority service is not available. Scheduling is prioritized after Warranty and Maintenance Agreement customers.

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Avaya Maintenance Agreement Features	The Value to Your Business	Without an Avaya Maintenance Agreement (Time & Materials Basis)
Access to Critical Software and Firmware Patches and Services Packs	<p>Avaya provides ongoing system reliability through valuable service packs and critical patches when necessary. These updates keep your systems current and operating with high availability.</p> <p>Customers may elect to receive notification of Service Packs and Critical Patches through registering on the Support.avaya.com site.</p> <p>The majority of Service Packs and Critical Patches are customer installable; however if an update is classified as Avaya installable, there will not be a charge if implemented during standard business hours. Implementation will be scheduled with the customer.</p>	<ul style="list-style-type: none"> • Priority notification is not available except for security related patches. • Labor is billable. • Out-of-hours scheduling is not available except for critical cases. • Scheduling is prioritized after Warranty and Service Agreement customers.
Avaya Customer Support Web Site	<p>You have access to a wide range of self-service features and information including:</p> <ul style="list-style-type: none"> • Replacement equipment ordering/ software downloading • Valuable product and service library • Service request creation and status • Avaya Online EXPERTSM Technical Support for basic and intermediate technical assistance and trouble resolution • Technical chat sessions/Frequently Asked Questions (FAQs) • The ability to create a personal area on the site; ability to bookmark a collection of pages you use often, and subscribe to request automated email notifications when new product information is added to the site. 	<ul style="list-style-type: none"> • Ordering of replacement equipment via the Customer Support Web Site is not available. • Access to Avaya Online EXPERT Technical Assistance is not available.
Maintenance Service Permissions²	<p>Avaya Maintenance Service Permissions (MSPs) are used to maintain, test and clear alarms for Avaya DEFINITY[®] Servers and Avaya Communications Manager Systems. Level I permissions provide the ability to test, busy out and release stations, trunks, data modules, circuit packs and modem pools; as well as test the LEDs on the circuit packs within your systems.</p> <p>Level II — allows you to maintain System and Process Circuit packs using the MSPs to clear errors, clear maintenance data associated with links and the switch interface, display initialization causes, change maintenance system parameters, and reset system. Also, allows you to test, busy out and release data links, data lines, and the switch.</p>	<p>MSPs are licensed by Avaya to the owner of the asset providing the ability to perform advanced diagnostics and are included as part of an Avaya Maintenance Agreement. MSPs are intellectual property of Avaya and are offered as “Right To-Use” (RTU). MSPs are not transferable.</p> <p>Without an Avaya Maintenance Agreement you would be required to purchase Maintenance Assist to obtain the use of MSPs.</p>

Additional Services that can be purchased to enhance an Avaya Maintenance Agreement

Supplemental Offerings	The Value to Your Business
Software Release Management	<p>Software Release Management may be purchased in conjunction with an Avaya Maintenance Agreement.</p> <ul style="list-style-type: none"> • Provides for the proactive management, coordination, implementation and reporting of all applicable software patches and Services Packs for your Avaya Communication Manager. • Keeps your system updated with the latest Critical Patches and Services Packs and removes the burden from you and your IT staff. • Provides a team of skilled engineers to determine which updates apply to your system, based on your configuration and environment, and coordinates the implementation based on your specific business requirements. <p>Software Release Management is not available to customers who do not elect to purchase an Avaya Maintenance Agreement</p> <ul style="list-style-type: none"> • Customers will only have access to Security Patches and will need to implement the Patch themselves or pay on a Time & Material basis for assistance • Scheduling is prioritized for Warranty and Services Agreement customers
Secure Access and Control 3.0 ²	<p>Secure Access and Control 3.0 provides additional advantages to customers who have an Avaya Maintenance Agreement. This service provides a single access point into the customers network, while caring for authorization, authentication and audit capabilities. Real time monitoring allows customers to see who is currently accessing their systems and provides an audit trail as to why the Avaya Engineer or EXPERT SystemsSM Diagnostic Tool has accessed a specific system. The audit trail associates the date, time, ticket information and ID of the person or tool that was in the system. Secure Access and Control 3.0 (SAC 3.0) was created to assist customers in meeting government regulatory mandates such as HIPPA, FERPA, Sarbanes Oxley, etc. A single SAC3.0 solution can support up to 500 different devices on your network and can eliminate the need for dedicated trunks and modems, which further reduces costs and security risks that are associated with modem usage. All transmissions occur between the Avaya Global Technical Services Center via a secure customer VPN Tunnel into the Secure Services Gateway, across the LAN and into the device that requires service.</p>
Proactive IP Support ²	<p>Proactive IP Support works in conjunction with an Avaya Maintenance Agreement to provide comprehensive monitoring and fault management of your entire Converged IP Network. Other devices within your network can have an impact on performance; therefore monitoring and caring for the entire network is imperative.</p>
Product Correction Support ²	<p>Product Correction Support provides enhanced support on Avaya Product Correction Notices and for Software or Firmware downloads via a remote engineer or an on-site technician.</p> <ul style="list-style-type: none"> • Avaya will provide out-of-hours support for remote and on-site technician installable Product Correction Notices (PCNs), Software and Firmware updates and maintenance patches issued by Avaya. This applies to both Customer and Technician installable Product Correction Notices.

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Supplemental Offerings	The Value to Your Business
Enhanced Remote Services	<p>Enhanced Remote Services include various options that Avaya Maintenance customers may wish to select to enhance their specific support needs. These options include:</p> <ul style="list-style-type: none"> • Single Point of Contact • Agency • Agency with Off Board Alarming • Off Board Alarm Notification only • Voice Network Engineering <p>All of these services are provided remotely to support Avaya products, including Avaya DEFINITY® Communication Manager, CMS, CONVERSANT®, and messaging. The adjuncts, including CMS, CONVERSANT, messaging, and small business products (Avaya MERLIN LEGEND® system components and/or adjuncts, Avaya MERLIN MAGIX® Integrated System, and/or Avaya PARTNER® Advanced Communication Systems) can be included under the Single Point of Contact or Voice Network Engineering options when your company has covered its associated DEFINITY/Communication Manager sites with comparable coverage. Agency Support can be purchased to cover your company's small business products.</p>
<ul style="list-style-type: none"> • Single Point of Contact • Agency • Off Board Alarming² • Off Board Alarming² –Voice Network Engineering² 	<p>Provides you a designated Remote Maintenance team that is familiar with your business in order to provide you fast and personalized service. Single Point of Contact provides you a team that knows your equipment, your network and your expectations. Maintenance issues are managed to help ensure that each case is handled efficiently and effectively.</p> <p>Is a centralized point of contact for network trouble reporting and resolution of associated voice networks and facilities.</p> <p>Provides proactive monitoring of select off board alarms associated with network facilities; as well as links that exist between Avaya Adjuncts that have Avaya DCIU capabilities.</p> <p>Provides a designated Voice Network Engineering team to assist in network consultation, network routing changes and additions, network maps, network configuration, design, development and coordination.</p>
Remote Back up Administration ²	<p>Remote Backup Administration (RBA) provides remote system software backup for your company's communication systems. The backup provides a supplement to your company's existing translations backup routine. The backup is ideal for emergency preparedness and/or frequent moves and changes. This service offer is available for Avaya Communication Manager and DEFINITY® Servers (G3CSI, G3SI, G3R, IP600, DEFINITY One, minimum Release 6.3) and Media Server platforms. Backup service for Nortel equipment is also available.</p> <p>The RBA standard offer supports annual, monthly or quarterly backups. Each customer location has software translations backed up at a pre-determined date and time. The copied translations are stored on secure, redundant servers at an Avaya location.</p>

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Supplemental Offerings	The Value to Your Business
Dedicated Technician	<p>Dedicated Technician Service is reliable and cost effective. This service provides a certified expert who is trained and managed by Avaya but reports directly to the customer and works at your location to maintain vital communications solution — whether it’s voice, converged voice and data, or data only. Dedicated technicians provide a value-added service available to customers who have full coverage through an Avaya Global Services Maintenance Agreement. Avaya Dedicated Technicians, are capable of delivering any of the following services:</p> <ul style="list-style-type: none"> • Moves, Adds and Changes (MACs) • Installation support • Maintenance – Preventive and standard • Emergency support • Coordination of networking, equipment, and circuit acceptance testing • Escalations • Informal Training and much more
Client Services Manager	<p>The Client Service Manager (CSM) was previously referred to as a National Services Manager. This offer allows customers to purchase increasing levels of service support to further enhance the value of their Avaya Maintenance Agreement.</p> <p>A CSM addresses all customer service challenges and needs for all of the customers locations across the globe. The CSM provides various levels of consultation, monthly status reporting, escalation and resolution, 24x7 support as a strong customer advocate and becomes a functional member of your company’s IT & Telecommunication Team.</p>

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Additional Services that can be purchased to enhance an Avaya Maintenance Agreement

Supplemental Offerings	The Value to Your Business
<p>Move, Add & Change (MAC) Services</p> <ul style="list-style-type: none"> • Performance Management/Traffic Studies Reports • Moves, Adds and Changes 	<p>Encompasses a variety of services that are needed on a periodic basis to help support your telecom infrastructure. These Services are available to provide you a solution when short term support or a finite skill set is needed to resolve a specific situation in your communication environment by factory trained Avaya experts. MAC Services are comprised of move, add, change and delete activity for software, hardware, or a network component and are available for both Small and Medium Business (SMB) and Global Communication Solution (GCS) customers. These Services can be provided by Avaya either on-site or remote, depending on the requirement of the change. If the change only requires Software programming this can be handled remotely; however if wiring or a physical cross connect or station move is needed then it may require an on-site technician. These services include but are not limited to:</p> <ul style="list-style-type: none"> • Performance Management/Traffic Study Reports • Technical Consulting • Hourly Remote Support for Software Changes • Hourly On-Site Support for Software and/or Hardware Changes • Wire Tag, Tone, and Identification • Aftermarket Wiring Support • Wire Communications Clean-up <p>Performance Management provides an ongoing assessment to help ensure that system and network component capacity continues to meet customer's needs. This includes monitoring, measuring, and reporting on the physical capacity, utilization, processor capacity, and data storage allocation of a given system, and making recommendations regarding additional capacity as needed.</p> <p>Reports and studies are available for: Avaya INTUITY™ AUDIX® and Octel Messaging products, CMS, CONVERSANT, and various TDM and IP Telephony solutions.</p> <p>Can be provided by Avaya onsite or remotely, depending on the requirements of the change. If the change only requires Software programming this can be handled remotely; however if wiring or a physical cross connect or station move is needed then it may require an onsite technician.</p>
<p>Wire Maintenance for Enterprise Customers</p>	<p>Wire Maintenance for your structured cabling helps to protect your communications infrastructure and maximize system availability.</p> <p>Includes coverage for:</p> <ul style="list-style-type: none"> • Riser and horizontal cabling • Cross connects • Patch Panel and Cards • Wall Jacks • Connecting Blocks • Repeaters for Media Servers

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Supplemental Offerings	The Value to Your Business
PBX Security Services²	You can take proactive measures to secure your Avaya DEFINITY® Server from being compromised or used fraudulently. These services, available at preferred rates, include a PBX Security Assessment and a PBX Security Lockdown. The Assessment provides an in-depth review of the PBX system to identify vulnerabilities and recommendations for mitigating these risks; the Lockdown includes implementation of the recommendations by an Avaya Engineer.

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About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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