



Product Support Plans

	Standard	Silver	Gold	Platinum
Support Access				
Teleira Support Center	Yes	Yes	Yes	Yes
Phone Support	No	Yes - business hours only	Yes	Yes
Issue Resolution				
Target Initial Response Time for Critical Issues	4 business hours	1 business hours	1 business hours 2 outside business	1 hour - 24x7
24x7 Support for Critical Impact Issues			Yes	Yes
Advisory Services				
Consultative Cases			Yes	Yes
ECP Tool - Access	Yes	Yes	Yes	Yes
ECP - Consultation		Best Practice	Use-Case Specific with Yearly Testing	Use-Case Specific with Quarterly Testing
Professional Services				
Directory uploads	Available as add-on	Available as add-on	Monthly	Weekly
Web Call Controller configuration			One case per month	Unlimited cases
Satellite Monitoring				
Notification type	E-mail only	E-mail and text	E-mail, voice, text	E-mail, voice, text, live calls from NOC
Monitoring	Basic	Enhanced	Enhanced with retention and dashboard	Enhanced with retention and dashboard
NOC monitored				Yes
Satellite Maintenance				
		Available as add-on	Two-day (where available)	Next-day (where available)
Warranty				
Satellite	One year manufacturer	3 Year	Included	Included
TRIAD	One year manufacturer	3 Year	Included	Included
Analog gateway	One year manufacturer	3 Year	3 Year	Included