



ProTelecom Maintenance Service Level Descriptions for Premier and Premier On-Site Maintenance

ProTelecom will provide Maintenance Services 24-hours a day, 7 days a week, with toll free telephone hotline support. This toll free service provides end user customers with access to factory certified Engineers and Technicians that will provide a full range of support for operations related questions or troubleshooting and fault analysis support. There is no limit for calls. In the event of suspected trouble, The ProTelecom Videoconferencing Technical Assistance Center support personnel will work with local onsite support to isolate and correct all system or network related issues. Contract Maintenance Support Levels are as follows:

Level 1: Premier Maintenance

Key Features Include:

- ✚ Unlimited Telephone Technical Support during Business Hours
- ✚ Escalated Network Troubleshooting Support
- ✚ Software upgrades and updates

Service Description

ProTelecom Premier Maintenance is a limited maintenance program that includes a range of remote services including Telephone Help Desk Technical Support, Software Support, and Parts Replacement.

✚ Unlimited Telephone Technical Support

ProTelecom support is available for End Users during normal business hours. Upon receipt of the phone call from the user, ProTelecom will provide the level of operational and technical troubleshooting support required to isolate or correct any system problem. The customer is required to provide a knowledgeable person to work with the ProTelecom Engineer to isolate the source of the problem.

✚ Software Protection

For the duration of the service contract, ProTelecom will provide manufacturers Software Protection services that include all New Full Releases, Updates, Release Notes, Software Patches, and feature information relating to all Audiovisual and Videoconferencing Systems.

✚ Expedited Parts Replacement

ProTelecom Premier Service provides expedited replacement of all covered, failed hardware components. If by 3 PM local time, the engineer determines that there is a hardware component failure or if there is an obvious malfunction, a replacement component will be dispatched on the same day for next business day delivery. The customer is required to return the defective part within 5 business days (North America) or 10 business days (outside North America).

✚ Network and Peripheral Assistance and Escalation Support

ProTelecom will provide an escalated levels of technical support that provides access to higher-level engineering expertise for resolution to more complex technical problems relating to customer supplied peripherals and network services that are integrated with ProTelecom provided solutions. This value added service provides the customer with technical support services regardless of the nature and cause of the problem.



Level 2: Premier Plus On-Site Maintenance

Key Features Include:

- ✦ Unlimited Telephone Technical Support
- ✦ Unlimited On-Site Labor
- ✦ Unlimited Software upgrades
- ✦ Escalation Network Troubleshooting Support
- ✦ No Cost Additional Training for Infrastructure and Critical Systems

Service Description

✦ **Unlimited Telephone Technical Support**

ProTelecom will provide 24 hours a day, 7 day a week, Telephone Hotline Support. This service provides the customer with access to CTS and CVE Factory Certified Engineers and Technicians that will provide a full range of support for operations related questions, or troubleshooting and fault analysis support. There is no limit in the amount of calls. In the event of suspected trouble, the ProTelecom Certified Audiovisual and Videoconferencing Technical Support Personnel will work with local site users to isolate and correct all system and-or network related issues. If operational or technical issues cannot be remotely resolved via Telephone Support, ProTelecom will dispatch a Certified Technician or Engineer to arrive on-site the next business day.

✦ **Software Protection**

For the duration of the service contract, PTC will provide manufacturers Software Protection services that include all New Full Releases, Updates, Release Notes, Software Patches, and feature information relating to all Audiovisual and Videoconferencing Systems.

✦ **Repair and Replacement of Components**

For problems that cannot be resolved over the phone, We will schedule an on-site service call to resolve the technical issues. ProTelecom will make every attempt to repair the failed equipment. If the item is determined to be un-repairable by the manufacturer or is considered end of life, ProTelecom will provide a time and materials quote for the replacement of the failed equipment along with any programming support necessary to return the system to full operational status.

✦ **Customer Support Requirement**

Customer must provide a dedicated site representative to work via telephone with the ProTelecom Service Representatives for the duration of the troubleshooting and repair phase of the service action.