STLCOM.COM
Technology made easy.

Avaya IP Office Support Plans

As an Avaya Diamond Partner, STL Communications is pleased to offer the best support plans available for your Avaya systems. All plans are managed and serviced directly by the STL support team and include co-delivery Avaya Tier 3/4 support managed by STLCOM.COM.

Required Support/ IP Office Support Services (IPOSS)

The minimum level of support for any Avaya system and is required by Avaya to have access to software patches and firmware updates. STL will identify, verify and remotely apply any software patches and firmware updates as recommended by Avaya. Also includes access to full software upgrades to the latest release of software as made available from Avaya and recommended by STL. Hardware and labor required for patching, firmware and upgrades is not included.

✓ Full software upgrades to latest release
✓ Software patches
✓ Firmware updates

Essential Support

Includes "Required Support" and adds parts replacement and remote labor coverage. If any covered part fails, STL will ship the replacement part (overnight if service affecting) and after delivery of the part to the customer, STL will provide phone support to assist the customer in replacing the defective part.
If a technician is dispatched to site, normal labor rates plus a trip charge applies. STL hardware and labor required for upgrades is not included.

✓ Software patches
✓ Firmware updates
✓ Parts replacement
✓ Remote labor
✓ Full software upgrades to latest release

Preferred Support

Includes "Required and Essential Support" and adds STL onsite technician labor with 24x7 remote monitoring. In the event of a parts failure, STL technicians will bring the replacement part onsite, replace the defective part and ensure the system is fully operational before leaving the customer site. 24x7 remote monitoring notifies both STL and the customer any time the system is not functioning properly. STL labor required for software upgrades included.

✓ Software patches
✓ Firmware updates
✓ Parts replacement
✓ On site labor
✓ 24x7 remote monitoring
✓ Full software upgrades to latest release

Preferred Plus Moves and Changes Support

Includes all coverage offered in Preferred Support and adds unlimited remote Moves and Changes required by customer to support normal business activity within the original system design and configuration. STL labor required for software upgrades included.

✓ Software patches
✓ Firmware updates
✓ Parts replacement
✓ On site labor
✓ 24x7 remote monitoring
✓ Moves and Changes
✓ Full software upgrades to latest release

Act of God events such as fire, flood, wind and damage from abuse or misuse are not coved by any of the above support agreements. In the event of a disaster resulting in a complete system outage or a significant portion of the system rendered inoperable (20% or more) STL will provide all hardware, software and labor required to bring the system back to working order on an emergency basis at the then current market pricing. STL will assist customer in providing any information required to file insurance claims but customer is directly responsible for payment of all parts and services provided.