

# Avaya IP Office Support Plans

## 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 by Avaya and recommended by STL Communications. Hardware and labor required for full upgrades is not included.

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

## 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 it is affecting service). After delivery of the part to the customer, STL will provide phone support to assist the customer in replacing the defective part. Labor to install full software upgrade is not included in this support. If a technician is dispatched to site, normal labor rates plus a trip charge applies.

- 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. When a new release of software from Avaya includes features or applications desired by the customer, all labor required to complete the upgrade will be completed onsite by STL technicians. 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 Communications and the customer any time the system is not functioning properly.

- 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 the customer to support normal business activity within the original system design and configuration.

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

Act of God events such as fire, flood, wind and damage from abuse or misuse are not covered 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.