



24hr EMERGENCY SUPPORT

1.800.648.0889 option 2

Email Non-Emergency Service & Support Requests to support@crinj.com

CRI Business Hours: Monday thru Friday 8:30am – 5:30pm EST

CRI CARE	Monday – Friday *8:30AM - 5:30PM *Where system installed	M-F 5:30PM - 8:30AM & SATURDAYS	SUNDAYS & HOLIDAYS
Professional Services	1x Base Rate (2 hour minimum) (.5 hr min User Moves-Adds-Changes)	1.5x Base Rate (2 hour minimum)	2x Base Rate (2 hour minimum)
Travel Time (Billable to & from site, portal to portal)	1x Base Rate (1 hour minimum)	1.5x Base Rate (2 hour minimum)	2x Base Rate (2 hour minimum)

CRI Holidays: New Year’s Day ▪ President’s Day ▪ Memorial Day ▪ Independence Day ▪ Labor Day ▪ Thanksgiving Day ▪ Christmas Day

CRI CARE SUPPORT OPTIONS	CRI Care Flex Hourly No SLA	CRI Care Essential Hourly SLA	CRI Care Universal Hourly SLA Multi-Site	CRI Care Premiere Fixed "My Way"
CRI Care NOC ▪ Help Desk ▪ Troubleshooting	●	●	●	●
Easy Engagement ▪ No additional PO's needed	●	●	●	●
Fixed Term	⊙	1 Year	1 Year	⊙
Defined Number of Support Hours	●	●	●	Unlimited
Minimum Purchase of Hours Required	10 hours	30 hours	60 hours	
Hours Refillable During Term	●	●	●	
Multi-Site Support Pool (Same Customer)			●	⊙
Upgradable to Next Level CRI Care Support		●	●	●
SLA Response Time		24x7 (4hr)	24x7 (4hr)	24x7 (4hr) or 8x5
All CRI Certified Products Supported (exceptions: Upgrades & New Projects)	See Menu of Services	See Menu of Services	See Menu of Services	⊙
Avaya Support Advantage Bundled				⊙
Hardware Coverage				⊙
Onsite Spare Parts Kit				⊙
User Moves, Adds & Changes (MAC)	●	●	●	⊙
Software Service Pack & Patch Management	●	●	●	⊙

Contact us to explore your CRI Care Support options

Contract inquiries & renewals contracts@crinj.com

To see CRI’s full Menu of Services please visit www.crinj.com/support