

# MAINTENANCE & SUPPORT


CRI offers multiple options of Support to meet the needs of your business. Each offer is based upon the Service Level required and the applications and products deployed within your organization. CRI Care choices offer complete flexibility ranging from a traditional T&M style offer to an all-inclusive premiere package. Within each option there is a common understanding about services, priorities, responsibilities, guarantees, and products covered.


All of the offers under the CRI Care umbrella leave room for reevaluation so that it is possible to make changes and/or upgrades at any time.


- We Make it Easy
- Provide Full-Range of Choices
- Budget Friendly


CRI's Service Specialists are on call 24x7 and offer a proactive in-depth approach to provide the care and maintenance giving you the peace of mind that your real-time communications are functioning at peak performance.

**Please contact a CRI Sales Representative for additional information and pricing**  
[sales@crinj.com](mailto:sales@crinj.com) ▪ **1.800.648.0889 option 1** ▪ [www.crinj.com](http://www.crinj.com)

 **Flex** - By utilizing the flexibility to purchase just the right amount of hours based on your immediate needs, you are able to work within your budget and obtain the expertise of CRI's certified engineers without engaging in an SLA Agreement. This low cost solution covers all CRI Certified Products as listed in our CRI Menu of Services at [www.crinj.com/support](http://www.crinj.com/support); excluding upgrades, hardware and projects. Additional hours may be purchased and you may upgrade to the next Service Level Agreement at any time.

 **Essential** - Is a Fixed One Year term contract that includes 30 hours of support. This offer qualifies your support at a Service Level Agreement, providing 24x7 CRI Certified Engineer 4 hour response. This also covers all CRI Certified Products as listed in our CRI Menu of Services at [www.crinj.com/support](http://www.crinj.com/support); excluding upgrades, hardware and projects. Additional hours may be purchased and you may upgrade to the next Service Level Agreement at any time.

 **Universal** - This Multi-Site SLA creates a shared resource pool of hours for multiple, same customer locations with a threshold of 60 hours and the ability to increase the hours as needed within the one year fixed term. CRI Care Universal also covers all CRI Certified Products as listed in our CRI Menu of Services at [www.crinj.com/support](http://www.crinj.com/support); excluding upgrades, hardware and projects.

 **Premiere** - Is the ultimate customizable support offer that provides the customer with the freedom to choose support on business critical applications/products without the worry of time constraints. The Premiere Plan provides the option of unlimited support of selected Hardware and Software issues that may arise and is available in 8x5 or 24x7 coverage. Additional options may also include Software Support bundles and same customer, multi-site/multi-system coverage with flexibility of term limits. This plan is the complete peace of mind coverage. A CRI Care Flex, Essential or Universal support offer can be added to the Premiere plan as a Ryder to provide additional catch all coverage, i.e., training, knowledge transfer, etc.

# **MAINTENANCE & SUPPORT**

## **FLEX, ESSENTIAL & UNIVERSAL TERMS & DEFINITIONS:**

Minimum Hourly charges apply based on time zone where system is installed; Monday-Friday 8:30am-5:30pm (.5hr minimum), M-F 5:31pm-8:29am & Saturday (2hr minimum) with hourly rate multipliers of 1.5; Sunday & Holidays (2hr minimum), with hourly rate multipliers of 2. SLA Agreements may renew for an additional 1 year term and are refillable at any time within the term. CRI will contact Customer when the balance of hours falls to 10 hours or less.

## **PREMIERE DEFINITIONS:**

**NOC** - Network Operations Center Help Desk Support providing Remote Maintenance & Diagnostics over the Phone Assistance with Administrative Tasks and Administrative Troubleshooting, User Operation and Feature Functionality Assistance. Remote Hardware Diagnostics & Remote Software Support includes resolutions which can be performed by remote access, including but not limited to: system outages, service-affecting hardware or software problems, and the application of patches for service-affecting issues that have been identified in the covered system(s). CRI will remotely assist the Customer in working with Avaya on any Tier 3/Tier 4 escalations; this requires Avaya Software Support to be in place. This option does not include: replacement of hardware, regular patch maintenance, and/or remote monitoring.

**HWC** - Hardware Coverage covers Avaya Hardware, Line Cards, and Media Gateways, etc. Excludes customer provided equipment.

**RMM** - Remote Monitoring Maintenance provides Remote Monitoring; Develop and establish notification processes with Customer for response to Alarms.

**PSM** - Preventative Software Maintenance (Patch Plan) provides Quarterly Service Pack & Patch Updates for all MSS, MAS, Message Network & UCC servers (within their major release), after hours excluding Sundays/Holidays. Quarterly Remote System Reboots.

**MAC** - User Moves, Adds, Changes provides Software Moves, Adds, Changes, Deletions of End User Mailboxes, Security Code Resets, Assistance with Call Me, Find Me, Notify Me setups, Names Directory modifications, "zero out" modifications & distribution list updates.

**SA** - Support Advantage provides 24x7 access to the Avaya Global Services Delivery, trouble ticket creation thru the web, access to the Avaya self-help web site, software updates, and access to minor releases for software applications.

**UA** - In addition to the Support Advantage services, Upgrade Advantage entitles customers to upgrades to new major releases as they become available. Upgrade labor and hardware, if required, are not included and will be billed separately.