



Service Levels	Premium Plus		Premium		Preferred	
Response Time to System Down (1)	Normal Bus. Hrs. 15 minutes	All Other Times 1 hour	Normal Bus. Hrs. 30 minutes	All Other Times 2 hours	Normal Bus. Hrs. 1 hour	All Other Times 4 hours
Response Time to Non-Critical Issue	Normal Bus. Hrs. 1 hour	All Other Times 2 hours	Normal Bus. Hrs. 2 hours	All Other Times 4 hours	Normal Bus. Hrs. 4 hours	All Other Times 8 hours
Response time to case opened via email	Normal Bus. Hrs. 1 hour	All Other Times 2 hours	Normal Bus. Hrs. 2 hours	All Other Times 4 hours	Normal Bus. Hrs. 4 hours	All Other Times 8 hours
Hardware Replacement (2)	Advanced replacement 4 hours		Advanced replacement 4 hours		Advanced replacement, next business day	

Other Support Items	Premium Plus	Premium	Preferred
ShoreTel Software	Yes	Yes	Yes
Xtelesis Performed Software Upgrades	Unlimited	Unlimited	2 / year
Authorized Contacts (3)	Unlimited	Trained / Designated	Trained / Designated
Guaranteed Live Answer of Support Hotline During Business Hours	Yes	Yes	No
Personal Phone Number for Support	Yes	Yes	No
Remote System Health Checks	4 / year	2 / year	1 / year
Technical Account Manager (TAM) (4)	Yes	Yes	\$3,000/quarter
System Down Support	Included	Included	Included
Standard Break / Fix Support (5)	Included	Included	Included
Standard MACD (Moves, Adds, Changes and Deletions) (5)	Included	Included	Included
Onsite Support when Required (6)	Included	Included	\$150/hour, 2 hour minimum
Network Troubleshooting (7)	Included when network infrastructure has been purchased from Xtelesis.	Included when network infrastructure has been purchased from Xtelesis.	Included when network infrastructure has been purchased from Xtelesis.
Assistance with Carrier Troubleshooting (8)	Included	Included	Included when carrier services have been purchased from Xtelesis.



Price Outline	Premium Plus	Premium	Preferred
Monthly Web-based Q&A Session for System Administrators with the Experts	Yes	Yes	Yes
Monthly End User Refresher Training via Webinar	Yes	Yes	Yes
Xtelesis Customer Portal Page and Access to ShoreTel Knowledge Base	Yes	Yes	Yes
Price (as % of total list price of product in production) *Discounts apply only when paid in advance for the full term.	12 Month: 24% 36 Month: 21% 60 Month: 18%	12 Month: 18% 36 Month: 16% 60 Month: 14%	12 Month: 12% 36 Month: 11% 60 Month: 10%
Coverage on Phones	5% (Optional)	5% (Optional)	5% (Optional)
Discount on other Xtelesis Services	15%	10%	5%
Professional Services and Onsite Rate	\$125/hour, 2 hour minimum	\$125/hour, 2 hour minimum	\$150/hour, 2 hour minimum



Very Important, Please Read.

If it is determined that the root cause of a support issue was due to a change to the customers network environment, carrier issue or unauthorized change to the ShoreTel system, that particular support issue may be billed at the appropriate time and materials rate.

1. A "System Down" is defined as: 75% failure of inbound or outbound calling or voicemail, non-functional auto attendants or work groups that affect primary business objective. For customers with specific telephony needs, they may define their own "system down" measures. Examples of things that are NOT considered a System Down:
 - a. Communicators not working
 - b. A single (or a few) DIDs not functioning
 - c. Auto Attendant schedule needs to be changed
 - d. Phone specific functionality not as desired
 - e. Standard moves, adds, changes and deletions
2. Four-hour hardware replacement and "no-charge" travel time is available only to locations within 50 miles of one of our Xtelesis physical offices or sales offices in Burlingame, CA, Orange, CA, Seattle (Renton), WA and Bangalore, India. Travel time is not billed for customer sites within the 50 mile radius of either of those locations. Travel time may be billed at your regular hourly rate for all onsite services for customers over 50 miles from an Xtelesis offices according to plan level.
3. It is required that authorized contacts participate in Xtelesis or ShoreTel provided administrator level training.
4. Technical Account Manager - see attached document, page 4.
5. Standard support requests include any non-elective changes (system problems, bugs, etc.) or minor elective changes. Changes that are deemed to be elective and major are as follows (this list is partial, other issues that may arise will be dealt with on a case by case basis):
 - a. Re- IP'ing of a network to include all ShoreTel hardware and software
 - b. Office moves
 - c. Changing ShoreTel system from one length of extension digits to another (e.g. Moving from 3 digit dialing to 4 digit dialing)
 - d. Complete redesign of call flow
 - e. Voicemail platform change ("we now want to use MS Exchange as our voicemail platform")
 - f. New server hardware installation (as long as the old server was functioning properly)
 - g. Carrier change (unless the Carrier Services are purchased through Xtelesis) project management
6. The necessity for an onsite visit will be determined by Xtelesis. If a customer insists Xtelesis be onsite rate will apply based on support level.
7. Verifying connectivity for device to device communication by:
 - a. Ping for icmp echos
 - b. LSP connectivity
 - c. Verify subnet class for IP range
 - d. Checking ShoreTel devices for network errors on ethernet interfaces
 - e. Checking logs for network errors.

All other work performed beyond verifying network connectivity, or at a customer's request may be billable at time & materials rates. Managed Services are available for network optimization, maintenance and performance.

8. Xtelesis will support customers with carrier issues regardless of whether or not purchased from Xtelesis. However, if it is determined that the cause of a support issue is carrier related and that service was not purchased through Xtelesis you may be billed at the time and materials rate.

I have read the above notes and recognize that in certain cases, I may be billed above and beyond my annual support contracted rate.

Company _____

Signature _____

Date _____

Name (printed) _____



Xtelesis Support Services Technical Account Manager (TAM)

Xtelesis offers the most comprehensive support services in the industry.

Whether it's our Basic, Preferred, Premium or Premium Plus Service, you can feel assured that we are beside you, and always here to help you maximize your investment in Communications.

As part of our Premium and Premium Plus Support Services we offer a Technical Account Manager (TAM) who delivers personalized, high-touch and proactive technical, operational and maintenance support that helps you maximize your investment in Xtelesis solutions, enhance operational efficiencies and resolve issues quickly.

If not a Premium or Premium Plus Support Services customer, you can still purchase TAM services on an ad-hoc basis as a supplement to any level of Support Services contract. Contact your Account Representative for more details on pricing.

The Offering

Customer Advocate

The TAM develops familiarity with the customers' business, operations, infrastructure and technical support history, and acts as an advocate for technical cases reported to Xtelesis and also remains vigilant of issues that may be undermining efficient handling of those items.

Customer Technical Advisor

Additionally, the TAM acts as a technical advisor who helps customers with planning of upgrades, future system enhancement opportunities to meet ongoing and expanding business requirements.

Package

- Quarterly reviews of submitted tickets for trend analysis and Training opportunities
- Quarterly system health checks, single point of contact
- Personal, high-touch engagement
- Knowledge of customer's infrastructure, procedures and team
- Knowledge of Xtelesis' technology, products, solutions, procedures and organization
- Recurring team meetings and progress updates
- Proactive case management and progress tracking of open Xtelesis TAC cases
- Champions individual technical cases of high business priority reported to Xtelesis Support
- Ability to priority queue and escalate support issues in concert with Support Management
- Access to upper tier level support for certified staff
- Operational consultation and recommendations based off of trend analysis
- Enhancement reviews
- Customers' System Enhancements; SW, Upgrades, Apps, HW, Etc. in concert with business needs.
- Proactive updates on software fixes and recommended deployment of latest software releases
- Review of release notes and open defects
- Upgrade planning support
- Mentoring on Xtelesis products, processes and tools
- Coordinates training for staff
- Problem root cause analysis, trend analysis, and guidance
- Helps customers analyze impact of reported bugs

*Services not included in Xtelesis Premium Support include onsite break-fix support, hands-on deployment for new sites or major expansion, consultative support for implementation resources and assistance for day-to-day system administration functions.





Service Levels	Basic		T&M	
Response Time to System Down (1)	Normal Bus. Hrs. 2 hours	All Other Times 8 hours	Best Effort	
Response Time to Non-Critical Issue	Best Effort		Best Effort	
Response Time to Case Opened Via Email	Best Effort		Best Effort	
Hardware Replacement (2)	Advanced replacement 2 day shipping		None other than warranty	
Other Support Items	Basic		T&M	
ShoreTel Software	Yes		Fee Based	
Xtelesis Performed Software Upgrades	T&M		T&M	
Authorized Contacts (3)	1 Trained / Designated		1	
Guaranteed Live Answer of Support Hotline During Business Hours	No		No	
Personal Phone Number for Support	No		No	
Remote System Health Checks	T&M		T&M	
Technical Account Manager (TAM) (4)	\$6000/quarter		\$6000/quarter	
System Down Support	\$175/hour, 15 minute minimum		\$225/hour, 15 minute minimum	
Standard Break / Fix Support (5)	Included		\$225/hour, 15 minute minimum	
Standard MACD (Moves, Adds, Changes and Deletions)	\$175/hour, 15 minute minimum		\$225/hour, 15 minute minimum	
Onsite Support when Required (6)	\$175/hour, 2 hour minimum		\$225/hour, 2 hour minimum	
Network Troubleshooting (7)	\$225/hour, 15 minute minimum		\$300/hour, 15 minute minimum	
Assistance with Carrier Troubleshooting (8)	\$175/Hour, 15 minute minimum		\$225/Hour, 15 minute minimum	



Price Outline

Basic

T&M

Monthly Web-based Q&A Session for System Administrators with the Experts	\$500/year or \$50/session per person	\$750/year or \$75/session per person
Monthly End User Refresher Training via Webinar	Yes	\$750/year or \$75/session per person
Xtelesis Customer Portal Page and Access to ShoreTel Knowledge Base	Yes	No
Price (as % of total list price of product in production) *Discounts apply only when paid in advance for the full term.	12 Month: 8% 36 Month: 8% 60 Month: 8%	N/A N/A N/A
Coverage on Phones	Optional	N/A

Block of Hours (option to buy in advance)

Standard Support Pricing	\$175/hour
Purchase 5 hours	\$160/hour
Purchase 20 hours	\$150/hour
Purchase 50 hours	\$140/hour
Purchase 100 hours	\$125/hour

Note - Block of Hours

Option to purchase Block of Hours in advance. A block of hours charge can be offered by contacting your Xtelesis Account Executive. Does not include network troubleshooting. No expiration.