

## Premiere Phone System Support Plan

### Cost-

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The premiere support plan cost is based on the total number of TeleVantage licenses in a system. *The cost is \$6/license/month (paid quarterly).* Get the first month free if paid annually. If a license is added to the system, the cost of the support plan for that license will be billed at the same time. The support plan for that license will be pro-rated based on the time remaining in the billing cycle (ie quarterly or annual.) *The minimum rate for a support plan is \$180/month.* Systems smaller than 30 licenses will be billed at the minimum rate.

### Coverage

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The Alexander Group (TAG) will provide all maintenance necessary to keep the phone system in operational order. Covered areas include phone lines, stations, and routing. *Work to resolve phone service provider issues is covered.* TAG will remotely provide Moves, Adds, and Changes. TAG will check the security of the system on a regular basis, and will inform the designated point of contact if there are security issues. *TAG will implement configuration and routing changes requested by the designated points of contact.* TAG will support the Viewpoint and Administrator software, but will not be responsible for problems with this software or VOIP resulting from computer or network issues. If TAG determines that an issue is not covered under this plan, the designated point of contact will be informed before any billable work takes place.

### Support

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All support will be provided remotely via computer or phone unless The Alexander Group determines otherwise. *One on-site support visit per quarter is covered under the premiere plan.* Support is guaranteed during business hours Mon.-Fri. 9am-5pm. *Out of hours support will be provided at no additional cost, as available.*

### Training

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The Alexander Group will provide one training class for 2 Administrators every 12 months as part of this plan. This training may be provided on-site or over the internet based on The Alexander Group's determination. Additional training classes for administrators or users may be purchased at the cost of \$200/class. *Two user classes for up to 12 people each are provided each year to familiarize new users with the system.*

### Upgrades

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The Alexander Group (TAG) will check the TeleVantage server monthly for Operating System and TeleVantage patches and hot fixes that need to be applied. If the system needs to be down or rebooted to apply these updates, the designated point of contact will be consulted for appropriate times to do this. TAG is not responsible for OS Version upgrades (e.g. Windows 2000 to Windows 2003), but they will install TeleVantage version upgrades under this plan (though the software must be purchased separately). *The labor warranty on all hardware is extended for the life of the customer's Premiere Support Plan.*

### Client Requirements

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The client must allow The Alexander Group remote access to the TeleVantage server. If access is not possible, then the support provided may be limited or billable. *Regular support requests may be made by any staff member. Changes to the administrator, call routing, passwords resets, and account changes must come through the designated points of contact.*