

Standard TeleVantage Support Plan

Cost

The standard TeleVantage support plan cost is based on the total number of TeleVantage licenses in a system. The cost is \$3/license/month (payable quarterly). Get the first month free by paying 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 \$90/month. Systems smaller than 30 licenses will be billed at the minimum rate.

Coverage

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 not covered and is billable. 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 provide advice on 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

All support will be provided remotely via computer or phone unless The Alexander Group (TAG) determines otherwise. On-site support (unless authorized by TAG) is not covered under this contract. Support is provided during business hours Mon.-Fri. 9am-5pm. Out of hours support is available at an overtime rate.

Training

The Alexander Group (TAG) 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 TAG's determination. Additional training classes for administrators or users may be purchased at the cost of \$200/class. The user class covers basic operation of the phone interface, voicemail, and features. Each user class is limited to 12 users.

Upgrades

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). Hardware upgrades are not covered under this plan and will be billed separately.

Client Requirements

The client must allow The Alexander Group (TAG) remote access to the TeleVantage server. If access is not possible, then the support provided may be limited or billable. All support requests must originate with a designated point of contact. This point of contact must have attended the TeleVantage administrator training.