

Teleira Support Plans					
	Standard	Silver	Gold	Platinum	Legacy
<b>Support Access</b>					
Teleira Support Center	Yes	Yes	Yes	Yes	Yes
Phone Support	No	Yes - business hours only	Yes	Yes	Yes
<b>Issue Resolution</b>					
Target Initial Response Time for Critical Issues	4 business hours	1 business hours	1 business hours 2 outside business	1 hour - 24x7	2 hour response business hours 8 hour response after hours
24x7 Support for Critical Impact Issues			Yes	Yes	Yes
<b>Advisory Services</b>					
Consultative Cases			Yes	Yes	
ECP		Best Practice	Use-Case Specific with Yearly Testing	Use-Case Specific with Quarterly Testing	Best Practice
<b>Professional Services</b>					
Directory uploads	Available as add-on	Available as add-on	Monthly	Weekly	
Web Call Controller configuration			One case per month	Unlimited cases	
<b>Satellite Monitoring</b>					
Notification type	E-mail only	E-mail and text	E-mail, voice, text	E-mail, voice, text, live calls from NOC	Available as add-on
Monitoring	Basic	Enhanced	Enhanced with retention and dashboard	Enhanced with retention and dashboard	Available as add-on
NOC monitored				Yes	Available as add-on
<b>Satellite Maintenance</b>					
		Available as add-on	Two-day (where available)	Next-day (where available)	Available as add-on
<b>Warranty</b>					
Satellite	One year manufacturer	Included	Included	Included	Available as add-on
TRIAD	One year manufacturer	Included	Included	Included	Available as add-on
Analog gateway	One year manufacturer	Included	Included	Included	Available as add-on
<b>Pricing Details</b>					
	included	\$59/month/site	\$269/month/site	\$599/month/site	included in VoiceShield Sat