













































## Technical Support Services Agreement: Tier Comparison





































### Service Fees

















Remote Technical Support: Business Hours (8AM to 8PM EST)	Basic	Advanced	Expert	Elite
Certified Technician Support	 Included	 Included	 Included	 Included
Certified Engineer Support	 Included	 Included	 Included	 Included
Remote Technical Support: After-Hours (8PM to 8AM EST)	Basic	Advanced	Expert	Elite
Certified Technician Support	\$75 / Hour	\$67.50 / Hour	 Included	 Included
Certified Engineer Support	\$125 / Hour	\$112.50 / Hour	 Included	 Included
Onsite Technical Support: Business Hours (8AM to 8PM EST)	Basic	Advanced	Expert	Elite
Certified Technician Support	\$175 / Hour	\$157.50 / Hour	\$131.25 / Hour	 Included
Certified Engineer Support	\$300 / Hour	\$270 / Hour	\$225 / Hour	 Included
Onsite Technical Support: After-Hours (8PM to 8AM EST)	Basic	Advanced	Expert	Elite
Certified Technician Support	\$200 / Hour	\$180 / Hour	\$150 / Hour	 Included
Certified Engineer Support	\$350 / Hour	\$315 / Hour	\$262.50 / Hour	 Included
Labor Service Fees and Shipping Cost	Basic	Advanced	Expert	Elite
Onsite Installation and Setup (Per Site)	Quoted Separately	Quoted Separately	Quoted Separately	Quoted Separately
Removal and Reinstallation Fees	Quoted Separately	Quoted Separately	Quoted Separately	Quoted Separately
Ground Shipping Hardware	 Not Included	 Not Included	 Not Included	 Not Included





















## Technical Support Services Agreement: Tier Comparison





















### Ad-Hoc Services (As Needed)

Hardware Help Desk Support Hours	Basic	Advanced	Expert	Elite
Business Hours Remote Technical Support (SUN–SAT; 8AM–8PM EST)	 Included	 Included	 Included	 Included
Business Hours Onsite Technical Support (MON–FRI; 8AM–8PM EST)	 Not Included	 Not Included	 Not Included	 Included
After-Hours Remote Technical Support	 Not Included	 Not Included	 Included	 Included
After-Hours Onsite Technical Support	 Not Included	 Not Included	 Not Included	 Included
Holiday Hours Remote Technical Support	 Not Included	 Not Included	 Included	 Included
Holiday Hours Onsite Technical Support	 Not Included	 Not Included	 Not Included	 Included

Hardware and System Support	Basic	Advanced	Expert	Elite
Device connection issues	 Included	 Included	 Included	 Included
Hardware Failure issues	 Included	 Included	 Included	 Included
Hardware equipment questions and support	 Included	 Included	 Included	 Included
Service questions and support	 Included	 Included	 Included	 Included
Basic connectivity troubleshooting	 Included	 Included	 Included	 Included
System changes including network configuration and data plans	 Included	 Included	 Included	 Included
End user training on call forwarding, mobile app usage, scheduling, etc.	 Included	 Included	 Included	 Included
Temporary system configuration changes for special circumstances or testing	 Included	 Included	 Included	 Included
Advanced equipment connectivity troubleshooting including LAN devices	 Not Included	 Included	 Included	 Included

LAN configuration troubleshooting	 Not Included	 Included	 Included	 Included
Network outage analysis	 Not Included	 Not Included	 Included	 Included
Primary WAN hardware repair and/or replacement	 Not Included	 Not Included	 Not Included	 Included
Primary WAN network installation, replacement or upgrade remote support	 Not Included	 Not Included	 Not Included	 Included

Hardware Portal	Basic	Advanced	Expert	Elite
Set up new users, including login restrictions, passwords and security	 Included	 Included	 Included	 Included
Set up and change security for users and applications	 Included	 Included	 Included	 Included
Monitor data usage per device	 Not Included	 Not Included	 Included	 Included
Monitor device uptime	 Not Included	 Not Included	 Included	 Included
Examination of logs	 Not Included	 Not Included	 Included	 Included

Professional Services	Basic	Advanced	Expert	Elite
Technology solution design and development	 Not Included	 Not Included	 Included	 Included
Proof of concept lab testing	 Not Included	 Not Included	 Included	 Included
Onsite implementation and project management	 Not Included	 Not Included	 Not Included	 Included
Technology meetings to discuss operations and performance	 Not Included	 Not Included	 Not Included	 Included
System capabilities review and long-term strategy planning	 Not Included	 Not Included	 Not Included	 Included

## Technical Support Services Agreement: Tier Comparison

### Response Matrix

#### Response and Resolution Times

The following table shows the targets of response and resolution times for each priority level:

Trouble	Priority	Tier	Response Time (Hours)	Resolution time	Escalation Threshold (Hours)
Service not available (significant impact on business – no service functions unavailable)	1	Basic	8	Best Effort	8
		Advanced	6	Best Effort	4
		Expert	4	Best Effort	2
		Elite	1	Best Effort	2
Significant degradation of service (measurable impact on business process)	2	Basic	24	Best Effort	12
		Advanced	12	Best Effort	6
		Expert	8	Best Effort	4
		Elite	4	Best Effort	4
Limited degradation of service (limited impact, essential business processes continue)	3	Basic	48	Best Effort	48
		Advanced	24	Best Effort	12
		Expert	24	Best Effort	12
		Elite	12	Best Effort	12
Small degradation of service (negligible impact, most business processes continue)	4	Basic	72	Best Effort	96
		Advanced	48	Best Effort	48
		Expert	48	Best Effort	48
		Elite	24	Best Effort	24