

[ASCOM TECHNICAL SERVICES]

ASCOM TECHNICAL ASSISTANCE PLANS
GET THE MOST FROM YOUR INVESTMENT



Ascom offers customers two different Technical Assistance Plans. Customers can choose a plan based on their particular needs.



Ascom presents Technical Assistance Plan options that provide direct access to the experts. The Plans include services such as unlimited toll-free telephonic technical support, after hours technical support, system diagnostics, remote programming, activation, promotional discounts and more. Technical Assistance Plans are available to Freeset, Freeset IP-DECT and FreeNET customers.

Benefits

- Maximize system performance
- Minimize malfunction related downtime
- Predictable maintenance cost
- Safeguard your investment with access to factory experts
- Technical advisories
- Access to online tools, software and technical product guides
- Access to Ascom Academy for certification training and information

Description of coverage

Wireless Port

The pricing will be based on the number of wireless users and the number of Ascom base stations.

Toll Free Technical Support

Unlimited toll-free Technical support during normal business hours.

After Hours Technical Support

Toll-free support for Major Failures impacting 25% or more of users.

Service Help Desk featuring

Ascom uses BMC Software for service desk management to provide efficient incident resolution.

Service Advisories

Service plan participants are added to the technical distribution list for technical service bulletins.

Remote Access featuring

Ascom uses GoToAssist to provide fast, easy and secure remote support services.

Remote System Diagnostics

Upon request, a member of the Ascom support team will obtain access to your system via remote capabilities (remote dial up or VPN) in order to review system performance.

FOR MORE INFORMATION

To learn more about Ascom products and solutions, visit ascomwireless.com.

For more information about our flexible and affordable Technical Assistance Plans, call 877-71ASCOM.

Remote Programming

An Ascom support specialist will add extensions to available and connected ports, add base stations to available and connected ports, and set system parameters.

Promotional Discounts

Plan participants will receive up to 20% off all Ascom Technical Training. Participants will also be added to the Promotional Discount distribution list.

Dispatch Provisions

Ascom will provide dispatch assistance and help locate a local certified technician.

Call Time Response

During our normal business hours of 8:00am to 5:00pm EST, Monday - Friday, excluding holidays, calls will be returned within 30 minutes. Calls are taken in real time and requests are processed immediately. After normal business hours, calls will be returned within 1 hour. Requests after normal business hours must be Major Failure affecting 25% or more of system functionality.

Ascom Technical Assistance Plans		
Plan name	Service	Response time
24 x 7 TAC PRICE ¹ \$20 per user & Ascom base station / 12 months	<ul style="list-style-type: none"> • Unlimited toll free technical support during normal support hours². • Unlimited toll free support for Major Failure³ after normal business hours. • Service advisories. • Remote system diagnostics. • 20% off Ascom technical training. • Assistance with technician dispatch needs. 	Business hours: 30 min. After hours: 1 hr. Dispatch: N/A
24 x 7 TAC with Remote Programming PRICE ¹ \$26 per user & Ascom base station / 12 months	<ul style="list-style-type: none"> • Unlimited toll free technical support during normal support hours. • Unlimited toll free support for Major Failure after normal business hours. • Service advisories. • Remote system diagnostics. • Remote programming. • 20% Off Ascom technical training. • Assistance with technician dispatch. 	Business hours: 30 min. After hours: 1 hr. Dispatch: N/A



Ascom Certified Administrators and Remote access are required for all plans.

- 1 The pricing will be based on the number of wireless users and the number of Ascom base stations. Pricing may vary depending on customer location, commission date and product condition.
- 2 Normal support hours are from 8:00am to 5:00pm EST, Monday through Friday excluding holidays recognized by Ascom (US) Inc.
- 3 A Major Failure is a failure impacting 25% or more of the users.

