

## Strategy STC - Gold

Strategy STC (Gold) provides in depth maintenance coverage on your communications equipment, including 24x7 Emergency Service coverage and voice system troubleshooting.

### Emergency Service

**24 SEVEN** You're covered 24 hours a day, seven days a week so your lines of communication won't let you down.

**2hr** For Emergency Service Calls STC provides a 4-hour on-site response time and a 2-hour remote response time – perfect for organizations that want to remain productive and still receive the highest quality of service without the need for immediate response.

**15%** The Strategy ST plan defines an emergency outage as any period during which at least fifteen percent (15.0%) of the total number of Telecommunications System voice stations are unable to place or receive incoming or outgoing calls, or a console failure occurs, or if any emergency telephone is not functioning.

### Routine Service

**24hr** On all routine service calls, we guarantee a 24-hour remote and a 48-hour on-site response time.

**MAC** Single Ticket Moves, Adds & Changes (MAC) will be charged an additional hourly rate. Remote MAC work will be completed within 3 business days and on-site MAC work will be completed within 5 business days.

### Equipment Coverage

**Basic** All PBX and Voicemail system components are covered.

### Customer Support Center

**CSC** Basic system questions, routine and emergency service requests can be addressed by calling our support center. PBX and voicemail troubleshooting are covered, including: accessing, testing and repairing the system.

#### Expedite Options

##### **During Regular Business Hours**

- ▼ 4-Hour On-Site Response
- ▼ Regular Hours: 8:30am-5:00pm, M-F
- ▼ \$375.00 Express Charge

##### **During Non-Business Hours**

- ▼ Same Day Response
- ▼ After Hours: 5:01pm-8:29am, M-F, Saturdays, Sundays & US Holidays
- ▼ \$550.00 Express Charge

#### Carrier Interfacing

##### **During Regular Business Hours**

- ▼ Regular Hours: 8:30am-5:00pm, M-F
- ▼ \$125.00 Per Hour Charge.

#### Peripheral Products

##### **Service Call Response**

- ▼ \$125.00 3-Day
- ▼ \$175.00 1-Day
- ▼ \$225.00 Same Day