

Strategy STC - Platinum

Strategy STC (Platinum) is designed for companies with mission-critical applications. The plan provides the most complete service offering in the industry.

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.

1hr For Emergency Service Calls STC provides a 4-hour on-site and a 1-hour remote response time – perfect for organizations that need an immediate response.

15% The Strategy STC 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 or Voicemail Failures.

Routine Service

12hr On all routine service calls, STC guarantees a 12-hour remote and a 24-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 2 business days and on-site MAC work will be completed within 3 business days.

Equipment Coverage

Basic All PBX and Voicemail system components are covered. Additionally this plan covers your telephone sets.

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

- ▼ 2-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