

Strategy STC - Silver

Strategy STC (Silver) provides maintenance coverage on your communications equipment keeping your system fully functional and allowing your organization to focus on productivity. Strategy STC - Silver offers basic coverage at a very reasonable price.

Emergency Service



8:30am to 5:00pm coverage for both emergency and routine service calls, Monday – Friday, for top-notch productivity during the workweek.



For Emergency Service Calls STC provides a 6-hour on-site and a 3-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.



The Strategy S plan defines an emergency outage as any period during which at least twenty percent (20.0%) 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



On all routine service calls, we guarantee a 36-hour remote and a 72-hour on-site response time.



Single Ticket Moves, Adds & Changes (MAC) will be charged an additional hourly rate. Remote MAC work will be completed within 5 business days and on-site MAC work will be completed within 7 business days.

Equipment Coverage



All PBX and Voicemail system components are covered.

Customer Support Center



Basic system questions, routine and emergency service requests can be addressed by calling our support center. All troubleshooting and system access is billed at your MAC rate.

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