

AVAYA BREAKING NEWS

GET A PROMPT RESOLUTION TO ANY ISSUE WITH YOUR SYSTEM

When reporting an issue, you may choose to call Avaya Global Service Delivery (GSD) Organization or create a case number by using Avaya Web Ticketing.

To call in a problem, dial 1-800-242-2121 (US customers)

You will be prompted for your **Sold-To** number. Listen to the prompts to select the appropriate platform.

1. **For ease of trouble reporting**, please have the following information ready:
 - a. Your name and callback number, if you are not the on-site contact
 - b. The name and number of the on-site contact
 - c. A description of the equipment and the trouble
 - d. Trouble start time and business impact
 - e. Information regarding any non-Avaya investigatory work that has been performed
 - f. Indication of any previous or related Avaya cases
 - g. Approval for charges if applicable

If you have the need to escalate your trouble please ask for the Duty Manager or follow the escalation process outlined on support.avaya.com

2. **Before ending the call** please make sure you document the following information:
 - a. The case number
 - b. The contact commitment time
 - c. The name and call back number of the associate working your issue

You will be given a ticket number. Please keep it available for future reference. To obtain status on an existing trouble, call back to 800-242-2121 and you will be prompted to enter your case number. Your call will then be transferred to the current case owner. If you get voice mail you can leave a message or dial 0 to talk to a live engineer. In most cases, Avaya is able to resolve and test the problem remotely without the need of an on-site visit. If this can be done, you will be notified by phone when the trouble has been cleared.

If you would like to generate a Trouble Ticket via the Avaya Web Ticketing system:

1. You will need to have a Single Sign On (SSO) login. *If you already have a SSO login, please proceed to step 2.* To obtain an SSO log-on:
 - a. Go to: <http://sso.avaya.com> and click on "Register Now"
 - b. Read and accept the "Terms of Use"
 - c. Complete the information form and click "Register"
2. Using your Single Sign On (SSO) login:
 - a. Go to <http://support.avaya.com>
 - b. Under "On-Line Service Manager" click on "Create A Service Request"
 - c. Sign in using your SSO login and follow the instructions provided



3. Before leaving the site, please be sure to capture:
 - a. Your case number
 - b. The contact commitment time
 - c. Charges may apply if the problem is identified on non-Avaya equipment

AVAYA

INTELLIGENT COMMUNICATIONS

MAINTENANCE CONTRACT RESPONSE OBJECTIVES

Major Failure Service Response Objectives for Full Coverage 8x5

Monday—Friday
8:00AM—5:00PM

Remote technician will respond within 4 hours of the alarm or request for service. If a dispatch is required then a technician will arrive on the customers premise within 4 hours of the dispatch assignment.

Out of Hours, Saturday,
Sunday and Holidays

Remote technician will respond within 4 hours of the next business day. Service Agreement Rates would apply if support remote support is requested out of business hours. If a dispatch is required then a technician will arrive on the customers premise within 4 hours of the dispatch assignment.

Major Failure Service Response Objectives for Full Coverage 24x7

Anytime

Remote technician will respond to the issue within 4 hours. If a dispatch is needed a technician will arrive on the customer premises within 4 hours of dispatch assignment.

Minor Failure Service Response Objectives for Full Coverage 8x5 and 24x7

Monday—Friday

Alarms are passed to EXPERT Systems first and handed over to a technical associate if EXPERT Systems is unable to resolve the problem. (EXPERT Systems resolves approximately 45% of all system generated problems remotely. With the assistance of a remote engineer we are able to resolve 98% of all system generated alarms from our Global Service Delivery Centers.) If a technical associate is needed they will provide a diagnosis by next business day by 5:00PM.

Out of Hours, Saturday,
Sunday and Holidays

Requests for remote service and dispatches for minor troubles are billable at the current service agreement rate.

Note: Dispatch time begins when it is determined that repair can not be completed remotely and a ticket is forwarded to the field technical personnel. Dispatch time is measured from the time the ticket is dispatched. On average, over 98% of cases are resolved remotely. Only when Avaya is unable to resolve the trouble remotely will a dispatch be generated.

DEFINITION OF MAJOR AND MINOR FAILURES*

System issues are classified as **MAJOR** or **MINOR** conditions. The condition is assigned when the customer makes a request of Avaya for maintenance assistance. The classification determines the resource assignment and response intervals.

The definitions below pertain to the following Avaya platforms: Communication Manager, Modular Messaging, DEFINITY®, INTUITY™, Audix®, IVR, NICE Systems.

- **Major Failure:** Twenty-five percent (25%) or more of the trunks and/or stations supported by the Avaya communications solution that are out of service due to the failure of products provided by Avaya.
- **Minor Failure:** Any failure of products provided by Avaya that is not included in the definition of a Major Failure.
- **Alarm Conditions:** An alarm is designated as either a Major or Minor Failure by EXPERT software. A major alarm is not necessarily an indication of a Major Failure and may be handled differently than a Major Failure. A minor alarm is not necessarily an indication of a Minor Failure and may be handled differently than a Minor Failure.

* Your individual contract terms may vary. Please refer to your Avaya maintenance contract.

