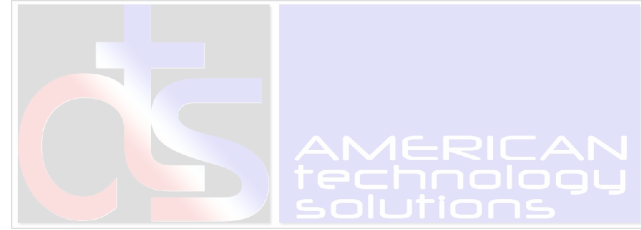


AVAYA

The Power of We™



IP Office Support Services

For IP Office R8.1+

IP Office Support Services is globally available to customers that have an IP Office R8.1+ system through Avaya's channel community. It provides your business the support that you need, when it's needed, along with flexible options and investment protection. It is simple, and easy to use. IP Offices Support Services includes remote troubleshooting and support for software and hardware components, access to service packs and all major software releases during the contract term. There are options for parts delivery and flexible hours of service coverage to match your hours of operation. In addition, Avaya will provide access to all of Avaya's web services such as documentation; tools and Avaya's newly revised Knowledge Base are built-in to help expedite diagnosis and resolution. Software subscriptions are included to keep your communication system current and your business competitive.

The introductory pricing is a single fee per server no matter the number of users or applications. Right now, that fee isn't much higher than the cost of a single software upgrade. Contact an Avaya Authorized Partner to keep your investment protected now and in the future.

The base offer includes:

- Avaya remote technical support for both software and hardware during standard 8x5 Monday-Friday hours
- Access to major software upgrades to keep systems current and increase functionality
- Access to minor software releases, service packs and software and firmware updates
- Access to the Avaya support site tools and intellectual property
- Enhanced remote connectivity through SSL-VPN for increased security and faster resolution
- Availability of coverage in 1, 3 or 5 year prepaid terms
- Low total cost of ownership
- Competitively priced support

Additional Value options:

- Anytime/any day remote support (24x7x365)
- Advanced Parts replacement – Next Business Day or 4 hour delivery by courier for critical components*
- Advanced Parts with Onsite support – Next Business Day or within 4 hours (U.S. only)

Voice Terminal Replace coverage is not included in the IP Office Support Services offer set. However, it is available by purchasing an existing terminal coverage offer.

Know that your IP Office system is protected with Avaya manufacturer support and future upgrades.

*Geographical limitations may apply