



SKC Access Pro

SKC would like to thank you for the opportunity to deliver a successful project for your organization. As we have officially closed the implementation phase of the project, we are now transitioning your account to the support phase.

The current level of support purchased with this project is **SKC Access Pro** which includes the following:

SKC VOICE SUPPORT OPTIONS	SKC ACCESS PRO
First Call to SKC with Case Management	YES
Remote Technical Support <i>Available in 8x5 or 24x7 coverage hours*</i>	YES
Access to Avaya Knowledge Base*	YES
Access to Minor Software and FW Updates and Service Packs*	YES
Access to Major System Upgrade Entitlements*	YES
Next Business Day HQ Advanced Replacement*	YES
Priority Answer	YES
Quarterly Remote Training Upon Request <i>1 Session Per Quarter</i>	YES
Quarterly Review of Cases	YES

*Requires active Avaya Service Contract and does not include professional services to deploy



First Call to SKC with Case Management

Contact SKC first for all of your support needs. Our SKC technicians will open an Avaya service request on your behalf and maintain case management until the issue is resolved to your satisfaction.

Remote Tech Support

SKC will facilitate remote technical support with one of our Avaya experts. Hours of support included with your coverage are **8x5 Monday to Friday** or **24 hours/7 days week**.

Access to Avaya Knowledge Base

The Avaya IP Office Knowledge Base is your access point for user guides and technical documentation for your IP Office hardware and applications. It can be found at the following link:

<http://marketingtools.avaya.com/knowledgebase/>

Please note the technical documentation will require a login account. If you do not already have an Avaya Support account, you can set one up at the following address:

<https://sso.avaya.com/cxp/portal/SelfRegistration.portal>

If you need assistance setting up the Avaya Support account, please let us know, and we will be happy to help!

Access to Minor Software, FW Updates, and Services Packs

In the event that a minor software, firmware update, or new service pack is recommended by an Avaya engineer to resolve an issue, SKC will be your source for obtaining the link to those updates and service packs.

**Professional services to deploy these updates can be purchased on a time & materials basis. See our Time & Materials Document for further details.*

Major System Upgrade

SKC Access Pro includes entitlements for major system upgrades. Should a major system upgrade be desired, please contact SKC for assistance obtaining the required software package.

**Professional services to deploy these updates can be purchased on a time & materials basis. See our Time & Materials Document for further details.*

Advanced Hardware Replacement

All warranty covered hardware includes advanced product replacement. Please contact SKC if you believe Avaya hardware is not operating as intended. We will facilitate advanced product replacements on your behalf.

Priority Answer

SKC Access Pro customers receive a dedicated toll free number placing their support calls at the front of the support queue.

Quarterly Remote Training

As an SKC Access Pro customer, upon request, SKC will conduct a one (1) hour training session on any topic the customer requests.

Quarterly Review of Support Cases

Once a quarter, SKC will provide a report of support case history for the previous quarter.

