

SMART CARE MANAGED SERVICES

The smart choice for the maintenance of your phone system

	SMART CARE	SMART CARE PLUS	SMART CARE PREMIUM
8:00am – 5:00pm M-F Engineering Support	★		
Replacement parts from Manufacturer	★		
ShoreTel Director & Call Manager Upgrades (Software only)	★	★	★
Carrier Coordination (Local and Long Distance, Analog and Digital circuit – Service & Outage)	★	★	★
User License Management	★	★	★
24/7/365 Engineering Support		★	★
Advance Replacement of parts from Voice Smart Networks inventory		★	★
Waiver of labor charges for software updates		★	★
Network Documentation Support		★	★
2-Hour Emergency Response		★	★
Priority Dispatch on all service calls		★	★
Semi Annual Off site database backup		★	★
Three additional Web based training sessions		★	★
Helpdesk for user questions 8:00am – 5:00pm M-F		★	★
Remote Device Configuration Support			★
3 Hrs of Remote Adds, Moves and Changes per month (based on billable time)			★
Annual Network Health Check			★
24/7/365 Availability Monitoring IP Telephony Equipment (with SWSM)			★
Monthly Engineering Reviews			★
Monthly Trouble Ticket Summary and Detail			★
Annual Analysis of Connectivity Charges			★
4-Hour Onsite Emergency Response			★
Unlimited Remote Adds, Moves and Changes (With C-TAP)			★
Technology Refresh (With C-TAP)			★
Dedicated Account Manager			★

Think Smart.

