



**Communications  
Telecommunications**

## **TECHNICAL SUPPORT SERVICES (Direct Customers)**

For customers who have purchased their products or services directly from MedTel Services, we offer four Coverage options for the VCSe 500 (formerly branded Cerato IP or Cypreon) and the VCSe 2000/9000 series (formerly branded 20-20 CCS, LCC, MAP, LH, LX, and Cerato ME/LE) switching products:

### **Silver Plan**

The SILVER plan provides customer support during the hours of 8:00 a.m. to 8:00 p.m. Eastern Standard Time (EST), Monday through Friday, excluding MedTel Services holidays.

Under the SILVER plan MedTel Services provides a complete diagnosis of the problem and offers remedial maintenance consultation, engineering improvements, software maintenance updates, and/or product-specific software updates. During non-SILVER hours, MedTel Services will provide support for Emergency situations where the customer, using normal system recovery actions, cannot restore the system.

### **Gold Plan**

The GOLD plan provides customer support during the hours of 8:00 a.m. to 8:00 p.m. Eastern Standard Time (EST), Monday through Friday, excluding MedTel Services holidays.

Under the GOLD plan MedTel Services provides a complete diagnosis of the problem and offers remedial maintenance consultation, engineering improvements, software maintenance updates, and/or product-specific software updates.

The GOLD plan also includes remote programming for moves, adds and changes (MACs) to the 20-20 and Cerato ME/LE switching systems and to the Cerato IP (Cypreon) providing access to customer's Cerato IP (Cypreon) server.

During non-GOLD hours, MedTel Services provides support for Emergency situations where the customer, using normal system recovery actions, cannot restore the system.

### **Platinum Plan**

The PLATINUM plan provides customer support during the hours of 8:00 a.m. to 8:00 p.m. Eastern Standard Time (EST), Monday through Friday, excluding MedTel Services holidays.

Under the PLATINUM plan MedTel Services provides a complete diagnosis of the problem and offers remedial maintenance consultation, engineering improvements, software maintenance updates, and/or product-specific software updates.





**Communications  
Telecommunications**

## **TECHNICAL SUPPORT SERVICES (Direct Customers) Continued**

The PLATINUM plan also includes remote programming for moves, adds and changes MACs to the 20-20 and Cerato ME/LE switching systems and Cerato IP (Cypreon) product.

The PLATINUM plan also provides remote alarm monitoring for the 20-20 or Cerato ME/LE switching Product, including:

- 24 hours-7 days a week-365 days a year monitoring of the 20-20, Cerato ME/LE and Cerato IP (Cypreon) equipment
- High-Level remote secure access to all 20-20, Cerato ME/LE and Cerato IP (Cypreon) equipment monitored for alarms
- Customized event and alarm information received, stored evaluated and dispatched - 20-20 and Cerato ME/LE only
- Flexible alarm filtering, setting schedules for nights, weekends, or holidays when alarms processing is handled differently
- Comprehensive alarms processing to determine severity, link to special procedure or direct alarm to the proper personnel
- Tracking and response to maintenance problems.
- Alarms notification to Customer's on-site or remote service technician via digital or numeric page, fax or email
- Event and alarm history and correlation to help reduce nuisance alarms and/or expose root problems behind alarms generated from multiple systems - 20-20 and Cerato ME/LE systems only
- Weekly management reports of alarm summary and detail - 20-20 and Cerato ME/LE systems only

### **Direct Maintenance**

Direct maintenance is performed at direct customer site locations and reserved for customers within a fifty-mile radius of MedTel Services' Support Offices in Kennesaw, GA, and Petaluma, CA. Direct Maintenance Support pricing is calculated on a per site basis based on equipment model, system size, maintenance duration, and plan options.

