

Tait Support Agreement

Assured network communications

Service Description

CONTACT INFORMATION

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THE CASE FOR A TAIT SUPPORT AGREEMENT

Today more than ever, radio network operators must be prepared. Even minor network downtime decreases worker productivity and operational efficiency, increases your costs and heightens the risk to your workers and your community. Frequent technology and regulatory changes and resource constraints further increase the importance of proactive network support.

You need to monitor your network and all its elements closely, maintain equipment, prevent outages before they happen, and in a crisis, troubleshoot and resolve issues fast.

A Tait Support Agreement can give you peace of mind, providing the precise level of proactive support to optimize your network, reduce downtime and stay within budget.

This document describes the Tait Support Agreement:

- Five good reasons to purchase Tait Support Agreement,
- How does a Tait Support Agreement work?
- Choosing the right support for your network,
- Purchasing a Tait Support Agreement.

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- **Adheres to ITIL**
(Information Technology Infrastructure Library)
 - **Regional Service Desks**
 - **Flexible matrix framework**
 - **Five support categories**
Service Desk; Hardware; Software; Network Management; Emergency Support
 - **Four support levels**
ensure the level of support you need, where you need it
-

FIVE GOOD REASONS TO PURCHASE TAIT SUPPORT AGREEMENT

Increase network availability

A Tait Support Agreement can increase overall network availability and typically reduce network outages by more than 90%. We can monitor and maintain your radio network, resolve your radio network issues and allow your in-house technical resource to focus on your core business.

Reduce downtime

Real-time monitoring means proactive intervention before your network goes down or before network-affecting issues escalate. A Tait Support Agreement is configurable to provide you with proactive, priority attention and commitment at the level you require.

Reduce operational support costs

Dedicated Tait radio experts can diagnose, manage and resolve incidents and problems more efficiently than in-house teams can, so you spend less. Tait Support Agreement customers typically reduce monitoring and support costs by at least 30%, and request fewer contractor callouts.

Aligned to your objectives

A Tait Support Agreement has been designed specifically to support your organizational objectives and critical performance parameters. You choose the support you need by service category and support level so you only pay for what you need.

Expert support and guidance

Tait expert Support Center staff can identify, diagnose, respond and resolve issues more efficiently and quickly than in-house staff. Beyond resolution, we continue to monitor your network to minimize future potential issues. We are with you all the way.

HOW DOES A TAIT SUPPORT AGREEMENT WORK?

A Tait Support Agreement allows you to choose the support configuration that precisely matches the needs of your communications network. We work with you to understand your support requirements to help you select the right level of support within each of the five support categories.

The result is a support structure that fits your current operating environment and technical resource, while maintaining flexibility for the future.

Five Support Categories



Service Desk

Service Desk Support ensures you have access to Tait technical expertise.

It sits at the core of the Support Agreement as your single point of contact when issues arise or incidents occur. Service Desk support will resolve issues, manage incidents, provide access to Customer Support Engineers and escalate issues to second and third-level support teams.

Hardware

Hardware support gives you confidence that your equipment remains optimized, provides technical support to answer hardware functionality questions and the support for third party equipment. It includes maintenance, repair, replacement, spares management and service reporting of your equipment.

It can maximize the life of Tait, and Tait-supplied third-party infrastructure and terminal equipment. .

Software

Software Support provides the technical expertise to answer software and firmware related questions; ensure full functionality from your network equipment and to resolve software and firmware issues. It provides access to Customer Support Engineers who advise, evaluate, plan and deploy software upgrades and updates to ensure optimal equipment operation and interface compatibility.

Network Management

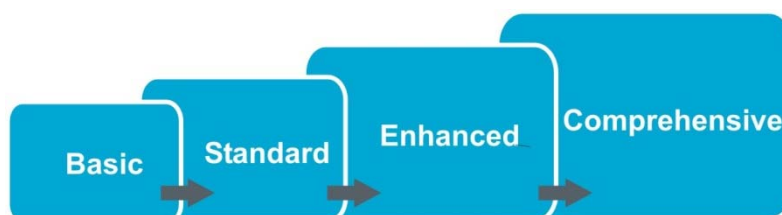
Tait Network Management Support proactively monitors your network performance in real-time, advising and reporting on issues you should be aware of. It provides precise levels of analysis, network tools and reporting for insight and control over your communications network, pre-empting services outages.

Emergency

Tait Emergency Support gives you peace of mind that when the unforeseen occurs, you will have rapid response. It guarantees the level of response, recovery and resolution following a network emergency. 24x7 Service Desk and on-site support resolve incidents to recover your network and provide remedial assistance as you need it. We then investigate further to resolve problems.

Four Support Levels

Each Support category offers four levels to provide you with a genuinely flexible agreement that recognizes your operating environment and in-house technical resource.



For more details of support provided at each support level, see the Support Agreement Matrix at the end of this document.

Basic

All Tait customers receive access to a limited range of technical resources and a schedule of fees charged for support time. This covers full warranty and limited technical support.

It provides business hours telephone and email access via the Service Desk for basic technical queries.

Standard

Standard Support provides a suite of advanced technical resources for customers to effectively self-manage their day-to-day network performance, with support from Tait experts to resolve issues, problems and emergencies when required.

It provides business hours telephone and email access via the Service Desk.

Enhanced

Enhanced Support customers are guaranteed active response to resolve issues, and then restore network operation, reliability, durability and performance. Enhanced Support provides priority access to Customer Support Engineers, priority repairs, tracking, reporting, and site visits.

It provides 24x7 telephone and email access to the Service Desk.

Comprehensive

When the situation demands unlimited support access, technical consultancy and the highest levels of operational readiness, Comprehensive support delivers network performance that is continuously optimized. Customers can be confident of proactive, priority attention and commitment from Tait Customer Support Engineers.

Comprehensive support provides 24x7 telephone and email access to the Service Desk.

An example Support Agreement in a Public Safety organization:

The Operations Manager in a Public Safety organization, managing a state wide network, selects a Tait Support Agreement to provide the following support:

	Basic	Standard	Enhanced	Comprehensive
Service Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hardware	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Software	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Network Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- **Enhanced Service Desk** will ensure they are well supported and have access to network-specific technical information and 24x7 active responses from Tait.
- **Standard Hardware** is sufficient because the equipment is currently within factory warranty. This may be re-negotiated once the warranty period expires.
- **Enhanced Software** is required so that software is maintained and managed by Tait, reducing demand on their technical resource.
- **Basic Network Management** is sufficient as their existing in-house network management system provides sophisticated tools and processes.
- **Enhanced Emergency** will provide guaranteed priority, rapid emergency response for their critical Public Safety communications.

An example Support Agreement in a Utilities organization:

The Operations Manager in a large integrated energy organization, involved in electricity generation and distribution across a wide geographical area. They select a Tait Support Agreement to provide the following support:

	Basic	Standard	Enhanced	Comprehensive
Service Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hardware	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Software	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Network Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

This customer has a high requirement for monitoring and resolution of incidents.

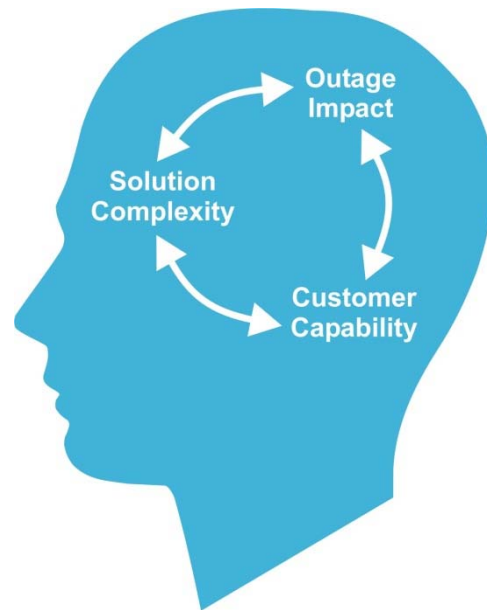
- **Comprehensive Service Desk** will ensure they are well supported and have access to network-specific technical information and 24x7 active responses from Tait.
- **Standard Hardware** is sufficient because the equipment is currently within factory warranty. This will be re-negotiated once the warranty period expires.
- **Enhanced Software** is required so that software is maintained and managed by Tait, reducing demand on their technical resource.
- **Basic Network Management** is sufficient as their existing in-house network management system provides sophisticated tools and processes.
- **Enhanced Emergency** will provide guaranteed priority, rapid emergency response for their critical Public Safety communications.

CHOOSING THE RIGHT SUPPORT FOR YOUR NETWORK

You select the level of support you require in each of the support categories, forming a Support Agreement that precisely suits your operating environment and budget. Typically, selection involves weighing up your in-house capability, the complexity of the solution and the impact of communications outages on your operations.

The Tait Support Agreement Matrix at the end of this document specifies what customers can expect at each level of support in the five support categories.

Note: The Service Desk level must be greater than or equal to your purchased level of Hardware, Software, Network Management and Emergency Support.



PURCHASING A TAIT SUPPORT AGREEMENT

A Support Agreement contract is drawn up reflecting your chosen levels within each category. It specifies your desired term and confirms per annum pricing, for your acceptance.

- Purchasing a Tait Support Agreement is a decision that you can make at any time. However, should you choose a Support Agreement after the initial implementation of your network, you will need to purchase a Tait Network Health Check, to assess your current network status and ensure you receive the right levels of support.
- Basic support is provided at no cost for each support category. Should a problem or service request arise, support fees will be charged on an hourly basis.

