

Corporate Headquarters
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Bellevue, WA. 98004
voice 425.462.0142
fax 425.462.0948

Oregon Regional Office
Portland, Oregon

So. California Regional Office
El Segundo, California

Basic Partner Support

On-Site Service

Available and on call for on-site visits 8a – 5p PST, Monday – Friday, excluding holidays. Your request for on-site service by an engineer will be filled before other non contracted customers. This service is provided to you as a value added benefit through convertible incidents. On-site calls outside of coverage period or additional calls beyond those provided by this agreement will be billed at \$175 per hour. Holidays and weekends will be billed at time and a half (\$262.50/hour).

Number of Contacts

One employee from your company may be authorized to contact us in case of a support issue. Additional contacts may be added to the agreement for \$1500 per contact.

Servers Supported

Up to five. Additional server coverage may be purchased at \$1500 per server.

Telephone Support

10 incident coverage. 8a – 5p PST, Monday – Friday, excluding holidays. Telephone support calls outside of covered hours will be billed at a rate of \$175 per hour, broken down to the half hour.

Issue Resolution

Applied SBC will escalate any and all unresolved issues directly to the manufacturer within 24 hours of the initial response by Applied SBC. Applied SBC will continue to act as liaison between the manufacturer and the customer.

Documentation

All calls and on-site visits will be logged and a description of the problem and resolution will be provided to you upon request. All incidents are also available via web help desk.

Travel Expenses

Any associated travel expenses for on-site visits will be paid by the customer.

Dial-in Support

Applied SBC will dial-in to your servers to monitor and attempt a resolution remotely upon request.

Hotfix/Service Pack Notification

As hotfixes and service packs are released, Applied SBC will mail/email them to you.

Convertible Incidents

Applied SBC will allow incidents to be converted into on-site service at a bill ratio of two incidents to one on-site labor hour.

Price

\$4800, paid in full at start of contract term.

Contract Term

One year.

