

Support and Maintenance

Where and When You Need Us

With any cutting-edge technology, customer support is a critical component in a product package. Cistera Networks, therefore, takes its commitment to provide high levels of support very seriously, and strives to act as expediently as possible to ensure high levels of satisfaction.

When purchasing Cistera's Maintenance and Support package, you can take comfort in our extensive warranties—for both hardware and software. Support packages are available on a one-, two- or three- year basis, and include minor upgrades (dot releases), round-the-clock remote customer support, via phone or online technical support and prompt responses with outlined escalation patterns based on a time schedule, as outlined in the Cistera Networks Maintenance and Support Agreement. Should you experience a hardware failure, Cistera Networks will provide overnight shipment for replacement equipment.

Unified communications applications are mission critical for most organizations, and Cistera Networks responds accordingly. We make sure that we do everything possible to limit any downtime, as well as provide resolution in a timely manner. We have a team of engineers and developers dedicated to supporting our products, as well as a clear line to our partners so that we can work together when the need arises.

Cistera takes its commitment to provide support very seriously. We recognize that major technology implementations can have its hurdles, and we offer our Maintenance and Support package so that we can improve the overall value of your investment.

KEY FEATURES

Benefits of Cistera Support include:

- One Support and Maintenance agreement for both hardware and software.
- Peace-of-mind hardware warranty
- Available for One, Two and Three year support.
- 24 by 7 options for critical applications.
- Predefined Escalation Policies.
- Overnight Shipment of hardware replacement for critical applications.
- Dedicated Engineers and Developers.
- Access to Developer Support for critical problems.
- Cistera Partner Backup Options.
- Remote Support
- Additional Installation Options for Upgrades.

	Value Comparison	Purchase Rules
Basic Maintenance and Support Agreement	1 year: 20% of purchase price 2 year: 17% of purchase price per year 3 year: 15% of purchase price per year 4 year: 13% of purchase price per year	Purchase with initial product sale. May purchase at up to five years after the initial sale. 8:00am to 6:00pm Central Standard Time (CST)
24/7 Maintenance and Support Agreement	1 year: 25% of purchase price 2 year: 23% of purchase price per year 3 year: 21% of purchase price per year 4 year: 19% of purchase price per year	No Cistera Monitoring, includes Replacements/Upgrades
24/7 Premium Maintenance and Support Agreement	1 year: 30% of purchase price 2 year: 28% of purchase price per year 3 year: 26% of purchase price per year 4 year: 24% of purchase price per year	Includes Cistera Monitoring, Upgrades/Replacements.
Pay-Per-Use Maintenance and Support	\$325 per hour. Additional fees may apply based on troubleshooting and resolution requirements.	Any time for licensed owners of Cistera software.
Hardware Upgrade	Difference in list price + 10%	
Major Upgrade	Difference in list price + 10%	
Updates (all) without Support and Maintenance Agreement	Difference in list price + 35%	

Ordering Information

Cistera Networks markets, sells, and fulfills orders for its products and services through a robust channel of authorized solution providers.

For More Information

For more information visit www.cistera.com or contact your local Cistera Representative or authorized reseller partner.

Service and Support

Cistera provides technical service and support for the company's products for reseller partners and customers in North America and Western Europe. For technical support, contact Cistera at 866.965.8243 or support@cistera.com.

Cistera Networks is a leading provider of enterprise communications platforms and services. The company blends powerful application infrastructure with industry-specific business processes, to deliver the benefits of voice, video and data convergence to the user. Cistera's industry-leading platform delivers the most reliable, scalable and secure application services for IP-based network environments. Its broad portfolio of application services enables users to improve customer service and satisfaction, increase productivity and collaboration, improve responsiveness to critical incidents and to provide a safer environment.

Based on open standards and a proven server technology foundation, the award-winning Cistera ConvergenceServer has a single unified administration which delivers the lowest total cost of ownership in the industry. It enables customers to create robust and scalable environments that are flexible enough to adapt to their changing needs by scaling up to support from fewer than one hundred to thousands of users, and scaling out to support multiple sites, making it ideal for a broad range of organizations.

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