



IP CONVERGENCE

Leverage your network

Support Offerings for 2015

IP Convergence provides the following support options for all of its customers that allows for each client to customize support based off their own budgetary and business environments. This provides for greater hardware and software support to maximize production uptime for each client. Clients can choose from any of the following or combine them for individual or multiple locations.

Per Incident/Piece Meal – Customers can request support on a hourly basis either through on-site technician coming to their office or a remote session over the Internet. IP Convergence will always try to resolve issue remotely first then dispatch as needed. Remote sessions are 50% reduced per incident charges compared to a on-site visit as there is a 2 hour minimum charge for all on-site service calls.

Blocks of Time – Customers can purchase a block of time/hours if they average a minimum of service calls monthly. This allows for discounted service rates to customer at 75% of original cost. The minimum blocks of time that can be purchased is 10 to qualify for this service option. Customer will receive a monthly breakdown of each hourly service call in an easy to read report. Customers are not billed in 2 hour minimum on this billing option.

Monthly Service Contracts – Customers who need more scheduled service due to larger or more technical environments can negotiate with IP Convergence to have more integrated support within their organizations. This option allows for scheduled days that a service engineer will be on-site for support.