



Premium Support Services

Taking Patton's world-renowned, gold-standard support to an even higher level of excellent service.



If your organization requires guaranteed response and resolution times, or evening and weekend service, Patton's platinum-level Premium Support and platinum-plus Premium 24/7 Support are designed to address your needs—worldwide and around-the-clock.

Guaranteed Response Time

Patton will respond with an initial assessment--including severity level determination--within two hours of the support inquiry.

Guaranteed Remedy Time

Patton will study the reported problem and provide incident resolution within eight hours of the support request.

Severity Determination

Each inquiry is first assessed and ranked as critical, major, or minor severity, then addressed with commensurate priority and urgency.

Dedicated Access

Unique "hot-line" phone number and email address for your support inquiries.

Premium Account Management

Designated account manager personally ensures your support needs are fully addressed.

Technical Services Overview

If your organization requires guaranteed response and remedy times, or specialized attention, ask your sales rep about Patton's platinum-level premium support and professional services.

- **Free Support:** Patton is committed to excellence and makes every effort to answer every support call during regular hours, typically within one business day
- **Premium Support:** Subscription-based premium support provides guaranteed response and remedy times during Patton's local business hours in your region.
- **Premium 24/7 Support:** Subscription-based premium support available worldwide and around the clock: 24 hours a day, 7 days a week.
- **Professional Services:** Time-based professional services include system design, installation, configuration and more. Remote and onsite options available.

How could Patton possibly improve on our world-renowned, gold-standard Free Support? Patton now takes legendary excellence in customer service to an even higher level by offering platinum-level Premium Support and platinum-plus Premium 24/7 Support services.

Premium Support

Platinum-level Premium Support provides guaranteed **2-hour response time** and **8-hour remedy time** during Patton's regular business hours for any critical incident:

- **USA:** Monday through Friday 8:00 AM to 5:00 PM EST
- **Switzerland:** Monday through Friday 09:00 to 12:00 & 13:30 to 17:30 CET



Premium 24/7 Support

Platinum-plus Premium 24/7 Support offers world-wide, around-the-clock service at any time during the day or night. Well-qualified Patton support staff are available to address major or critical incidents anywhere in the world—24 hours a day, 7 days a week.

Patton guarantees a **response** time, of **2 hours or less** and a **remedy** time of **8 hours or less** for any **critical** or **major** incident.

Dedicated Access. Patton technical services will assign each Premium Support customer a designated account manager, a unique email address (e.g. mytelco@patton.com) and a dedicated phone number staffed by qualified personnel familiar with your application and network environment.



"My experience with Patton technical support has been stellar. They respond in a timely and consistent fashion to support requests."

Matt Landis
Windows PBX & UC Report

Incidents that occur outside regular Patton business hours must be reported by phone to ensure the guaranteed response time.

Account Management Services

- **Web-based issue tracking**—Offers round-the-clock web access to Patton's online support tracking system
- **Manager-level account**—Provides supervisory personnel with a comprehensive view of all Patton support tickets initiated by users within your organization
- **Regular account review**—Meet bi-monthly with your Patton account manager to ensure expected level of service

Incident Severity. The Patton technical services team will rank the severity of each inquiry as follows:

- **Critical**—Mission critical system has failed and no workaround is immediately available
- **Major**—System is operable but major functionality is significantly impaired
- **Minor**—Small issue, no significant impact on network operation

Kick it up a notch! If you need an even higher level of customized or on-site assistance, consider Patton's Professional Services offerings. Go to www.patton.com/support.

Premium Support - Incident Severity and Priority Designations

Severity	Incident Description	Priority
Minor	Small issue, no significant impact on network operation, lab-tests	High
Major	System is partially operable but has significant restrictions	Urgent
Critical	System is unusable, network service interrupted	Critical

Ordering Info

SVC-P-SH-S: Premium support with guaranteed response and remedy times during your regional support hours. Annual subscription. Up to 1,000 units deployed

SVC-P-SH-M: Annual subscription. 1,001 to 10,000 units deployed.

SVC-P-SH-L: Annual subscription. 10,001 or more units deployed.

SVC-P-7x24-S: Premium support with guaranteed response and remedy times with 24/7 availability. Annual subscription. Up to 1,000 units deployed

SVC-P-7x24-M: Annual subscription. From 1,001 to 10,000 units deployed

SVC-P-7x24-L: Annual subscription. 10,001 or more units deployed

Model Code Legend

SVC = Service | P = Premium | SH = Standard Hours

S = Small deployment | M = Medium deployment | L = Large deployment



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