ADDITIONAL SUPPORTING DEFINITIONS FOR EMEA FRAME AGREEMENT

Name	Definition
"Fault"	Means either a Major Fault or a Minor Fault.
"Field Service Engineer"	Means the engineer or technician performing onsite work at the Customer's Premise
"Feet on the street services Engineer"	Means the engineer or technician performing onsite work at the Customer's Premise
"MACD Services"	Means type of End-User (Customer) requests – moves, adds, changes, or delete
"Major Fault" For Data products see " Severity Definitions"	Means: any error condition or fault causing an Eligible Product to fail to operate in all material respects in accordance with the Specification or any other material defect causing a material adverse impact on the use or operation of the Eligible Product, including (without limitation) one or more of the following: - unscheduled total System failure (whereby all functionality of the System is unavailable and there is repeated failure to reboot for any reason); Inability to gain access to the System through at least 25% of mailboxes, telephone, trunk or extension ports at any one time; • Inability to gain access to the System through the system manager's terminal; • Inoperability of at least one disk drive in the System that either stores messages or data; • Loss of System integration; • Continual unscheduled System restarts; • Inability of System to collect Call Detail Records ("CDR") data; • Message waiting or networking not functioning System-wide; • Total failure of power supply or batteries; • Any fault or failure which renders the System unsafe to operate; • The attendant console or common control processor is out of service; • 25% or more of the data peripherals supported by the System's common control are out of service at any time; • 25% or more of the special network capabilities supported by the System's common control are out of service at any time.
"Minor Fault" For Data products see "Severity Definitions"	Means any failure of the System that is not a Major Fault.
"Severity 1"	Production network or unit is inoperative, causing a critical impact to business operations if service is not restored quickly. In addition, any condition that may critically impact human safety is considered a Severity 1 problem. No workaround is available.
"Severity 2"	Production network is partially down or severely degraded, impacting operations at one or more endpoints. No workaround is available.
"Severity 3"	Network performance is degraded. Most business operations continue with some noticeable impairment. This level also applies to all Severity 2 situations for which there is a workaround.
"Severity 4"	Customer requires information or assistance on supported product capabilities, configuration or installation.
"Response Time"	Means the time commitment from the supplier to respond to a service request from Avaya.
"On-Site Response Time"	Means the elapsed time between the time Avaya places a request for On-Site support services to the Supplier and the time the Engineer arrives at the End-user (Customer) Site.
"On Site Support Services"	Means, interrogation of Fault, remedial maintenance, replacement of defective parts, and preventive maintenance by a knowledgeable Supplier representative at any premises within the ' The Territory ' of coverage as deemed appropriate by Avaya and for any Eligible Products installed at the Premises.
"Premises"	Means the Customer's physical site at which the Eligible Products or Systems are located

Name	Definition
“System”	Means a group of Eligible Products designed to interoperate together as a complete system to the extent expressly described in the Specifications.
“Direct Support”	Means Support services that are performed by the supplier – not through a subcontractor
"End-User"	Means the supported customer. This is the entity that actually uses the equipment or service.
"Field Services Organization” (FSO)"	Means Suppliers technician’s organization that supports system installs, de-installs, provides maintenance and part replacement.
"Business Days"	Are as determined by general local custom, not to exceed five (5) working days during any calendar week, excluding holidays observed by Avaya on such days, but not exceed 8 working hours per day.
“Call Receipt”	Means receiving telephone or other remote inquiries from Avaya. Supplier will respond with a ticket number or otherwise in no longer than 10 minutes to all calls placed with Supplier.
“Working Day”	Shall mean Monday to Friday, excluding Public and Bank holidays, between the hours of 07.00 and 19.00, but not exceed 8 working hours per day.
“Out Of Hours – Week Day”	Shall mean hours from 19.00 to 07.00 Monday to Friday, excluding Public and Bank Holidays, other than those defined in Working Day above.
“Out of Hours – Week End”	Shall be all hours other than those included in “Working Day” and “Out of Hours – Week Day”.
“Out of Hours”	Means all hours other than those covered within “Working Day”.
“Service Level Agreement” (SLA)	Measured levels of service and performance, which will be contractually agreed to and monitored
"Spare"	Any Part not installed in a Supported Product and able to replace a defective Part
"Services”	Means relating to jobs or businesses that perform agreed tasks and activities requested by Avaya.
“Service Level Commitments”	Means the measurable defined Performance Standards, which the Supplier has to meet.
“Supplier On site Tier 1 Support for MV”	Means: • Call receipt, logging and classification • Arranging a dispatch of a technician with Avaya and the End-User • Trouble report issuance/ trouble resolution and documentation • Regular Status reporting and updates • Onsite repair/support activity through the Supplier’s technician • Spare parts provisioning and replacement. • Fault Management: Problem ownership as appropriate and requested by Avaya.
“AVAYA” “Tier I”	Means: Tier I Level support is performed on-site by a field technician. The types of activities and knowledge associated with Tier I support include, but are not limited to the following: • Receipt of Service Requests from Customers • Procurement of materials and maintenance spare parts to complete Installation, Maintenance, and Quality Protection Plan (QPPCN) activities • Installation and/or replacement of all physical equipment such as: • Voice terminals and wiring • Power Units • System Hardware • Modems or other data network products • Isolation and diagnosis of telephone station and building wiring problems • Basic PC knowledge and support • Working with vendors to cooperatively test and isolate network or other system problems • Isolate and resolve software programming issues, engaging Tier 2 or Tier 3

Name	Definition
	resources as needed • Understand and follow Services Escalation Process and Timelines • Knowledge of tools and test equipment required to service Avaya BCS products • Knowledge of basic system features and functionality • Knowledge of and performance of basic system troubleshooting • Knowledge of switch cross connection specifications • Basic knowledge of data (LAN, WAN, Message Manager) • Know how to look for information in the product documentation For example, the types of questions/troubles Tier I technicians should be able assist with: • AUDIX® ports not answering properly (i.e. instead of hearing personal greeting, the greeting says "your call is being answered by AUDIX, please enter the extension of the party you are trying to reach") • Message waiting light not working • Auto attendant not answering When escalating a problem, the Tier I technician should say something like "I'm following the implementation book but I have questions on!" or "I followed the maintenance book and replaced the hardware, but now it's telling me to escalate."
"Avaya" "Call Receipt"	Means: • Receives customer service calls and help-line questions via telephone, fax, or other method. • Creates trouble tickets or log of service inquiries. • Monitors trouble ticket queues to insure trouble reports are processed within performance guidelines. • Determines an appropriate course of action for trouble reports, routing to Remote diagnostics engineers or field technician dispatch. • Receive trouble ticket status and closure information from field engineers, and close or escalate tickets.
"AVAYA" "Tier 2"	Is defined: as those activities performed by a remote Tier 2 engineer in support of the installation or maintenance of Avaya products. A Tier 2 engineer performs remote system diagnostics and alarm support, supporting and interfacing with Tier 1 field engineers and escalating to Tier 3 when necessary. Tier 2 activities and required knowledge include: • Working knowledge of the system, including all switch and adjunct hardware • A good understanding of telephony and basic networking • Knowledge of remote testing procedures, tools, and techniques for Avaya BCS products • Basic troubleshooting abilities enabling him or her to respond to most alarms and service-affecting troubles • Remote alarm identification and troubleshooting • The ability to perform all software administration functions, such as being able to program/troubleshoot ARS and other features • The ability to troubleshoot problems related to incorrect programming or system administration • The ability to explain feature operation and locate all instructions in the product documentation • Knowledge of service escalation processes and timelines • Determine and report any billing opportunities and close the service request. • When escalating to Tier 3 (COE), the engineer needs to provide the right information in to help fix the problem (software load, dial-up number, clear description of the failure, action taken, etc.)
"Avaya"	Means: Regional Avaya Center of Excellence (COE) and the International Trouble Assistance

Name	Definition
"Tier 3"	Center (ITAC) provide the Tier 3 Level Support. Tier 3 Engineers have in-depth knowledge of all Avaya BCS products and a broad level of experience in product functionality and interconnectivity. If the Tier 3 engineer cannot resolve a trouble in the allotted time, he or she will escalate the problem to Tier IV Some examples of the types of Issues/problems normally considered Tier 3 are as follows: • Complex networking or application troubles (i.e. DCS, ISDN, CTI, etc.…) • System problems that require the use of complex test equipment for analysis. (i.e. Avaya 's Message Sequence Tracer or 3rd Party Analyzers) • Problems that are not easily reproduced at customer sites that may require the use of the Tier 3 Lab. • Assistance with Diagnosis of hardware/software experiencing high failure rates • Any System Restart problem • Feature/functionality problems that are not working as described or intended • Software corruption • Problems that require the installation of a special patch in the system. • Troubles that cannot be corrected without change to software, firmware, or hardware. All other issues where escalation to Tier 3 is recommended by Product Maintenance documentation
"Move"	Means a relocation of a telephone instrument or voice mail box from one location to another within the same building and the same common equipment but excluding move work on Premises infrastructure wiring. A Move may include a physical change of location of the telephone instrument and /or a software change carried out remotely
"Addition"	Means the addition of an new telephone instrument or voice mail box together with its related software translations, but excluding additions to Premises infrastructure wiring
"Change"	Means the replacement of one type of telephone instrument or voice mail box with another type and / or a software change, all at the same Premises
"Delete"	Means the removal of a telephone instrument or voice mail box, together with any related software translations
"On-Site MACD Services"	Means MACD Services performed at the Premises by the Supplier or its sub-contractors
"Proactive Prevention"	Means if something is noticed on site that may cause a future fault it will be dealt with during that particular site visit.
Support Tool	Are all necessary tools, which a technician needs to perform on-site or remote support for Avaya solutions. The Regional Service Manager could provide a Tool list if applicable.