

Remote Monitoring Service-Voice



Protect & Connect

ensuring network & communications reliability

Service Overview

Managed Remote Support service support is a comprehensive remote support solution that enables you to cost-effectively secure business-wide telecommunications among your headquarters, regional, branch office and remote locations. Our trained voice analyzers use sophisticated tools and techniques to proactively monitor telecom events generated through system performance checks. Any alarms are classified based on established event management policies and processes. In the event that we identify a telecommunications-related issue in your CPE hardware or software failure, TELUS will immediately contact you and initiate emergency response procedures as needed. TELUS has the ability to provide customized performance reports designed to optimize both security and operational performances.

Bronze

- Coverage Period: Reactive Monitor 24 hours a day, 7 days a week, excluding holidays
- Alarm response 8x5 Monday to Friday
- Basic Monitoring of server infrastructure
- Notification when server impacts service level
- Trouble management will commence within four hours of request
- Trouble call reporting: Repair Service Bureau staffed 24 hours a day, 7 days a week
- Technical consulting services will be charged at predetermined charges for parts, prevailing TELUS regular and overtime labour rates, and travel costs where applicable Limitations for oversized or heavy equipment.
- Remote locations additional time for delivery may be required.(Non-urban locations)
- Next day part hardware replacement for all parts, labor and material.

Silver

- Coverage Period: Proactive monitoring 24 hours a day, 7 days a week, including holidays
- Critical alarm response one hour engagement within regular business hour and two hours on off-business hours
- Enhanced Monitoring of server/switch infrastructure
- Notification when server impacts service level
- TELUS responds to trouble tickets and manages change
- Trouble management will commence within two hours of request
- Trouble call reporting: Repair Service Bureau staffed 24 hours a day, 7 days a week
- Technical consulting services will be charged at predetermined charges for parts, prevailing TELUS regular and overtime labour rates, and travel costs where applicable

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Gold

- Coverage Period: Proactive monitoring 24 hours a day, 7 days a week, including holidays
- Critical alarm response one hour engagement within regular business hour and two hours on off-business hours
- Enhanced Monitoring of server/switch infrastructure
- Notification when server impacts service level
- TELUS responds to trouble tickets and manages change
- Trouble management will commence within one hours of request
- Respond to incidents of critical nature (within one hour during business hours, 2 hours evenings/weekends)
- Performance Reporting-Switch alarm threshold reports-Provided on a monthly basis (Canned Reports)
- Trouble call reporting: Repair Service Bureau staffed 24 hours a day, 7 days a week

Remote Service Rating Structure	Definitions
Per port Rating based on port count	Based on system configuration/application
CPE Engineering request	Standard
Site Event Buffer-SEB/ Monthly Rental	Standard
Daily System performance checks and monitoring.	Standard
System Checks, Hourly/Daily polling	Standard
Security Checks	Optional
Monthly Reporting	Available with Silver and Gold Level
Performance Reporting/ Fault review,	Standard
Recommended Action Items	Optional
Security Checks (third party access / password integrity)	Optional
Traffic Stats	Optional
Capacity forecasting & Upgrade Advisory Service	Optional
User Reports	Optional
System Configuration Management (Ports, Holiday Tables)	Optional
System Back-Up for Disaster Recovery	Optional
System Manager Support and Fault Reporting	Standard
User Support and problem management	Optional
Moves, Adds & Changes	Optional
Electronic MAC requests and Notification	Optional

Contact TELUS for a Service Solution quote: 310-8287/1-877-818-8287

Visit our website to review Business Solution and Service Solutions: TELUS.com