



# ZephyrTel Premier Support

Next Generation Support for NewNet

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Customer success is our #1 objective, and that's why we've improved our support model to ensure you maximise the value you achieve from your NewNet solution. We know one size doesn't fit all – we have expanded our support program to offer several options so customers can select the tier which maximises the value for their business. Most importantly, all of our support tiers now include low or no-cost access to the ZephyrTel Prime program, which provides access to our complete portfolio of solutions for the Telecommunications industry.



## Platinum

The complete concierge-level support package to help you get the maximum value from NewNet.



## Gold

An advanced support structure with a range of benefits to help meet your needs quickly.



## Standard

A foundation that allows you to raise tickets, access our knowledge base and access available software updates.



**NewNet**  
A ZephyrTel Solution Messaging

# Platinum



**ZephyrTel's Platinum Premier Support** tier is the preferred option for customers that want to get the most from their NewNet solution. It's the complete, concierge-level support package, giving you the widest array of services and highest prioritisation for issue resolution. With Platinum, you'll receive industry-leading assistance from ZephyrTel's support, services, and engineering teams and a range of exclusive benefits including complete access to our **Customer Success** program, always-on 24x7 support, and prioritised response times within 1 hour.

You will have complete access to the full support suite whenever you need it, keeping your critical systems finely tuned to work even harder for your business. All delivered with clear pricing predictability over the term of your agreement with us.



# Why Choose Platinum?

## **Annual Managed Upgrade – keeping your solution at the cutting-edge.**

Platinum customers will achieve significant savings by allowing our team of experts to upgrade their software each year of your agreement. Our rigorous process takes you from your approved, supported version to our latest platform release, giving your organisation all the benefits of the newest NewNet features and security enhancements at no additional cost!

## **Customer Success Management – getting the most from your solution.**

The **Customer Success Management** team will be your champions. With our Platinum tier, they will work closely with you to provide regular, comprehensive account assessments to maximize the value of your solution. You can also take advantage of monthly business reviews and quantifiable success plans to help you achieve your goals.

## **Always-On Support with Unlimited Access – we're here when you need us.**

Support whenever you need it 24x7. Raise unlimited tickets through the Customer Portal at any time and our Support Team will be there to help you. You can also call us to talk through your query with a member of the team.

# Why Choose Platinum?

## Highest Priority resolution – keeping your solution running optimally.

Receive the highest-level priority on all support requests such that your issues are triaged with priority over those of other non-Platinum customers. You'll get VIP treatment and the fastest response time with your Platinum subscription. Our Support team will get straight to your ticket and respond to you within 1 hour.

## ZephyrTel Prime – additional solutions without the license costs.

**ZephyrTel Prime** is an exciting new program that gives you low to no-cost access to additional software applications that can help you scale your business, launch new initiatives, and reduce technology expense. Prime is a valuable and tangible token of our appreciation for your continued partnership with us.

We are laser-focused on helping our Telecommunications customers accelerate their business reinvention through our growing suite of solutions. We already offer the broadest portfolio of proven solutions, and these are all available to you through ZephyrTel Prime.

Refer to the **ZephyrTel Prime Solutions Brochure** for the latest list of Prime solutions.

# Your Premier Support Options

## Customer Support

Support Availability

Web-based Ticketing (# of Tickets per Year)

Response time (for Severity 1 tickets\*)

Support access



24/7

Unlimited

1hr

Phone/Web



12/6

24

4hrs

Web



8/5

12

24hrs

Web

## Customer Success

Access to Customer Portal

Access to ZephyrTel Messaging Downloads Centre

Customer Success Calls

ZephyrTel Prime



Monthly



Bi-annually



Annually



\*consult the maintenance and support agreement for full details

# Your Premier Support Options

## Customer Success (cont.)

Access to Training Library



Bi-annually



Tailored Product Training Webinars

## Managed Services

Access to ZephyrTel Professional Services



5 per Year



2 per Year



Professional Services Activation of Additional Features

Production Level Support for Lab Systems



Security Filter Review & Enhancement\*

Bi-annually



System Assessment & Capacity Planning

Annually



Managed Upgrade (to Latest Supported Version)

Annually



\* for SMS Firewall Customers

# Contact us

## Ready to make your decision?

Would you like some help in deciding which level is right for you? Let us know at **[premiersupport@zephyrtel.com](mailto:premiersupport@zephyrtel.com)** and we'd be very happy to assist.

Alternatively, you can reach out to your **ZephyrTel Account Manager** directly.

ZephyrTel brings the power of end-to-end public cloud solutions to telecoms operators around the world. ZephyrTel has acquired 9 companies over the last two years serving 300 telecoms operator customers and continues to expand the portfolio to offer the largest breadth of solutions based on the public cloud. Our strategy is to deliver solutions for the Telco space which are based on the public cloud and stand to truly transform our customers' businesses, revolutionising the cost equation and make them more competitive.

For more information, visit: **[www.zephyrtel.com](http://www.zephyrtel.com)**

# ZephyrTel

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network

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