



ZephyrTel Premier Support

Next Generation Support for ResponseTek

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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 ResponseTek 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 ResponseTek.



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.



Platinum



ZephyrTel's Platinum Premier Support tier is the preferred option for customers that want to get the most from their ResponseTek 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?

Customer Success Management – getting the most from your solution.

You'll have exclusive access to a brand new team of product experts.

The Customer Success Management team is dedicated to ensuring your continued success with your chosen ZephyrTel solutions. They will work with your team to identify long-term business objectives and work across functions within the ZephyrTel team to drive outcomes that will help you ensure your goals are achieved.

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 Knowledge Base

Customer Success Calls

– including Program Performance Dashboards

ZephyrTel Prime



Monthly



Quarterly



Annually



*consult the maintenance and support agreement for full details

Your Premier Support Options

Customer Success (cont.)

Customer Insight Reports & Recommendations

Tailored Product Training Webinars



Annualy
Bi-annualy



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Managed Services

Access to ZephyrTel Professional Services

Survey Delivery Assurance Monitoring

Fully Managed Surveys Service

Add an additional Survey Solution with no (PS) cost



Once Annualy



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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** 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 three 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**

ZephyrTel

v2/05/2021

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