

Mitel 售后服务说明

Mitel Support Plan

Scope and Definition of Support Services

在维护协议覆盖的 14 个月内，威亚斯（北京）信息技术服务有限公司将提供现场设备和应用的相关服务如下：

During the fourteen (14) months of this agreement, Viyas (Beijing) Information Technology Service Co., Ltd. will provide services for the Equipment and Applications at the Site as follows:

全天候服务 7x24 方案，主要故障 4 小时响应时间 Whole Service 7 x 24 Plan with 4 Hour Response for Major Failures

覆盖范围描述：所有 Mitel 设备 Description of Coverage: Mitel Equipment

时间覆盖范围 Hours of Coverage

每天 24 小时，每星期 7 天，提供对重大故障或一般故障的远程和现场支持。 24 hours a day, 7 days a week, remote and onsite support for a Major Failure or Minor Failure.

响应目标 Response Objectives

设备重大故障 Major Equipment Failure

- 收到故障报告后 2 个工作日内响应，远程排除故障，和/或联络最终用户以开始发现并检修系统故障。
Response within two (2) business hours upon receipt of a trouble report of a Major Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure.
- 工程师无法远程解决的，收到故障报告后 4 个工作日内现场响应。Onsite response within four (4) business hours upon receipt of a trouble report of a Major Failure, which cannot be resolved by a remote engineer.
- 如用户的 Mitel 3300 ICP 电话交换系统瘫痪，导致所有话机无法正常呼入呼出，或，CCM 呼叫中心无法使用，无法正常呼入呼出，工程师收到故障报告后 2 个工作日内现场响应。Onsite response within two (2) business hours upon receipt of a trouble report of a Major Failure that the 3300 MXe system and/or the Mitel CCM system is down, all extensions cannot be called in and out.

设备一般故障 Minor Equipment Failure

- 收到故障报告后 2 个工作日内响应，通过试图远程清除故障，和/或联络最终用户以开始发现并检修系统故障。
Response within four (4) business hours upon receipt of a trouble report of a Minor Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure.
- 工程师无法远程解决的，收到故障报告的下一个工作日内现场响应。 Onsite response within the next business day upon receipt of a trouble report of a Minor Failure, which cannot be resolved by a remote engineer.

部件替换 Parts Replacement

- 对故障部件和原材料替换的工费包括在本服务方案内。 Labor of the replacement of defective parts and materials is included in this Support Plan.
- 威亚斯（北京）信息技术服务有限公司将负责保证当地备件库。 Viyas (Beijing) Information Technology Service Co., Ltd. carries the local stock of spare parts.

补充服务 Additional Services

- 网络服务提供商的联合支持：威亚斯（北京）信息技术服务有限公司将沟通并配合最终用户的网络提供商，以判定设备的故障（如果适用）的原因。 Network service provider liaison support: Viyas (Beijing) Information Technology Service Co., Ltd. will communicate and cooperate with the End-User's network service provider to determine the source of Equipment failure (when applicable).
- 定期检修将每年被执行 4 次。 Preventive maintenance checks will be performed four times annually.

覆盖范围描述：软体应用 Description of Coverage: Application(s)

时间覆盖范围 Hours of Coverage

- 每天 24 小时，每星期 7 天，提供对重大故障或一般故障的远程和现场支持。 24 hours a day, 7 days a week, remote or onsite support for a Major or Minor Application Failure.

响应目标 Response Objectives

重大故障 Major Application Failure

- 收到故障报告后 4 小时响应。 4 小时响应包括以下一项或多项处理：试图通过远程诊断解决故障，联络用户以开始发现并检修应用故障，或，威亚斯（北京）信息技术服务有限公司的工程师到达现场处理。 Four hour response upon receipt of a trouble report of a Major Application Failure. Four hour response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure; or on-site arrival of Viyas (Beijing) Information Technology Service Co., Ltd. engineer.

- 如用户的 Mitel 3300 ICP 电话交换系统瘫痪，导致所有话机无法正常呼入呼出，或，CCM 呼叫中心无法使用，无法正常呼入呼出，工程师收到故障报告后 2 个工作日内现场响应。Onsite response within two (2) business hours upon receipt of a trouble report of a Major Failure that the 3300 MXe system and/or the Mitel CCM system is down, all extensions cannot be called in and out.

一般故障 Minor Application Failure

- 收到故障报告后下一个工作日内响应，下一个工作日响应包括：试图通过远程诊断解决故障，联络用户以开始发现并检修应用故障，或，威亚斯（北京）信息技术服务有限公司的工程师到达现场处理。Next business day response upon receipt of a trouble report of a Minor Application Failure. Next business day response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure; or on-site arrival of Viyas (Beijing) Information Technology Service Co., Ltd. engineer.