Services Provided	Bronze	Silver	Gold	Platinum
Maintenance				
Quarterly Minor Software/OS Upgrades	•		•	•
Quarterly Software/OS Patching	•		•	•
Monitoring				
Coverage Hours: 24/7/365 (Inc. Holidays)		•	•	•
Network Hardware Monitoring		•	•	•
Email Alerts & Notifications		•	•	•
Service Provider Circuit Monitoring		•	•	•
Access to Service Portal		•	•	•
Automated Ticket Creation & Escalation			•	•
Management				
Coverage Hours: 24/7/365 (Inc. Holidays)				•
Coverage Hours: 8am-5pm Mon-Fri (Exc. Holidays)	•		•	
Onsite Break - Fix Support	•			•
Remote Break - Fix Support	•		•	•
Initiate Carrier Support			•	•
Remote Moves, Adds, Changes			•	•
Reporting				
Access to Portal Dashboards and Reports		•	•	•
Network Status		•	•	•
Quarterly Performance Reports		•	•	•
Device / Circuit Downtime Summary		•	•	•
Trouble Ticket Summary	•		•	•
Quarterly Software / OS Upgrade Recommendations	•		•	•
Quarterly Device Analysis Reports	•		•	•