

Asterisk Support Packages:

At INTUIT we have a wide range of affordable and attractive Asterisk and Nagios support packages. These Support Packages range from a 'just in case' to an Increased Service Level Agreement. But whatever your needs are we are here to help.

Kindly take note that the Bronze and Silver Support package matrix are per Server and for Gold and Platinum packages they are either per Server or per Cluster.

Support Packages	BRONZE	SILVER	GOLD	PLATINUM
Service Window	Mon-Fri 09:00-18:00	Mon-Fri 09:00-18:00	Mon-Fri 09:00-18:00	Mon-Sun 24 Hours
Response Time	NBD	4 Hours	2 Hours	2 Hours
Number of Support Hours	10	25	50	100
Email Support	YES	YES	YES	YES
Phone Support	YES	YES	YES	YES
Support via Remote Login	YES	YES	YES	YES
On-Site Consultancy Days / Year *	YES	YES	YES	YES
IP-Phone Support	YES	YES	YES	YES
Administration Support	YES	YES	YES	YES
Dial plan & Trunk Support	YES	YES	YES	YES
Fax Support	YES	YES	YES	YES
Network configuration guidance	YES	YES	YES	YES
T1/PRI and Analogue Interface Cards	YES	YES	YES	YES
General Troubleshooting	YES	YES	YES	YES
Support for Cluster	-	-	YES	YES
Call Centre Software Support**	-	-	YES	YES
Proactive Monitoring of IP-PBX	-	-	-	YES
24 /7 Support	-	Optional	Optional	YES
Package Price (Yearly)	MYR 1,250.- USD 350.-	MYR 2,950.- USD 775.-	MYR 5,950.- USD 1,565.-	MYR 11,950.- USD 3,145.-
24/7 Support (Yearly)	-	MYR 950.- USD 250.-	MYR 950.- USD 250.-	Included
Additional Weekly Off-site Backup (Yearly)	MYR 350.- USD 92.-	MYR 350.- USD 92.-	MYR 350.- USD 92.-	MYR 350.- USD 92.-

* For support outside Klang Valley additional charges may apply for transport and lodging

** Inbound Call Centre & Asterisk Stats only

Service Level Agreement	
Service Window	This is the time window at which you can log incidents and we start working on your incidents. You can log incidents outside your service window but the incident will be brought forward to the beginning of a new service window.
Response Time	This is the maximum time an incident can be idle from the time it was logged into the Helpdesk system until the time a technician will start working on it. Response times for Incidents logged outside your Service Window will start at the beginning of a new Service Window.
Number of Support Hours	This is the total number of Support Hours you can log during the validity of your support contract. At the expiration and/or termination of the support contract any balance will be forfeited.
15 Min time blocks	Time recorded will be in 15 blocks with a minimum of 15 Min.
Support Channels	
Email Support	Email support will be done via and through our helpdesk system to ensure follow-up and tracking.
Phone Support	You will be able to talk to our technician who will work on the ticket accompanied by a support ticket.
Support via Remote Login	If remote access is granted to our support centre the technician will troubleshoot via remote tools via, SSL, HTTPS, etc.
On-Site Consultancy Days / Year	Either upon your request or initiated by us a consultant will come on-site and brainstorm with you on 'what's next', i.e. newer features and/or functionalities are available which can be of interest for your business or you would like to go high availability. Our consultant can help. Consultancy hours used will be deducted from your balance.
Support Type	
Support for Cluster	From Gold onwards support for Clusters will be available. Cluster support will cover areas of support on;- individual nodes, heartbeat, DRBD, etc.
IP-Phones Support	This service will provide the support to end-user IP-Phone's
Call Centre Software Support*	If you are running a call centre this service we will support your call centre software running on top of Asterisk.
Pro-active Monitoring of IP-PABX	Our platinum package includes remote 24/7 monitoring of your IP-PABX into our hosted Nagios Managed Service Centre at which point we will also provide you with our incident and escalation management services.
Pricing	
Package Price (Yearly)	The support package will start from the date of the PO or in case of ad-hoc subscription from the date the 1 st incident is logged into our helpdesk system.
24/7 Support (Yearly)	This will convert a non 24/7 Bronze, Silver or Gold support package to a 24/7 Service Window support package.

Contact Us:

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