

Black Box Managed UCaaS Services

Professional Services		Premium Package	Premium Plus Package
Consulting and Discovery	Subscriber Planning & Discovery	Included	Included
	Hosted, Cloud Based Consultation	Optional	Included
	Remote Worker Consultation	Optional	Included
Engineering/Architecture Design	Unified Communications & Collaboration Design *	Included	Included
On-Site Assessments/Surveys	UCaaS Network Readiness Assessment	Included	Included
	Site Survey	Optional	Optional
	Cloud Readiness Assessment	Optional	Optional
Project Management		Included	Included
Customer Success Manager		Optional	Included
Field Services			
Deployment Services	Subscriber Programming Services	Included	Included
	Install Infrastructure	Optional	Optional
	Device Deployment	Included	Included
	On-Site Carrier Testing Services	Optional	Optional
	Performance Functionality Test	Included	Included
	Web-based Training Services	Included	Included
	E-Waste	Optional	Optional
	On-Site Training Services	Optional	Included
Porting or Transferring Phone Numbers		Included	Included
Multisite Deployments		Optional	Optional
Staging Services		Optional	Included
Logistics		Included	Included
On-Site Staffing		Optional	Optional
Support Services			
Remote Configuration	Simple Operational Remote Configuration	Included	Included
	Advanced Configuration Support	Optional	Included
Remote Support	Incident and Performance Remediation	Included	Included
	Remote Diagnostics Support	Included	Included
	Device Upgrade Services (Annual or Bi-annual Upgrades)	Optional	Optional
	Training Services - On-Going	Optional	Optional
Service Desk		Optional	Included
Monitoring		Included	Included
Sunset Services		Optional	Optional
Service Level Management			
Reporting – Basic		Included	Included
Reporting – Advanced		Optional	Included
Technical Account Manager		Optional	Included
Enhanced Service Level Agreements		Optional	Included

* Indicates Part of the Pre-Sales Evaluation

