



The Avaya manufacturer warranty provides an industry leading 3 Year warranty on hardware, 1 Year warranty on telephone sets and 90 days on software. The role of the Avaya warranty is to remedy material manufacturing defects in materials and workmanship that keep the products from working substantially in accordance with the published specifications. The warranty period is intended to provide a sufficient amount of time for customers to uncover such manufacturing defects not found during Avaya's robust quality assurance processes.

VCM Networks augments the manufacturer warranty by providing add on services that among other things provides guaranteed response times, same day or Next Business Day replacement of products and ancillary services that certain clients require.

VCM understands that your communications system is the heart of your business. When its down, your business is down. VCM has the resources and support in place to enable you to focus on running your business, not your voice and data network.



VCM SERVICES		
DESCRIPTION	VCM SERVICE	WARRANTY
Help Desk Support (Answer Questions)	*	*
Remote Support & Troubleshooting	*	
Emergency Response - 1 Hour	*	
Non-Emergency Response - Next Business Day	*	
24/7 Alarm Monitoring	*	
Software Assurance	*	
Priority Queuing for Service Requests	*	
Discounted Rates on Moves, Adds & Changes	*	