



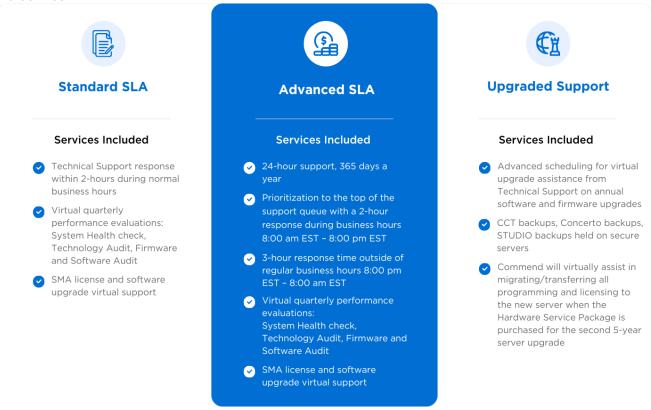
MAXIMIZE UPTIME WITH COMMEND'S SERVICE LEVEL AGREEMENT

We understand the importance of seamless communication and operational excellence. Our Service Level Agreements (SLA) are crafted to provide exceptional support and ensure your systems are always running at peak performance. Whether you need standard or advanced support, Commend's SLA offerings are designed to meet your unique business needs and exceed your expectations.



OPTIMIZE YOUR COMMUNICATION SYSTEMS WITH COMMEND SLA

With Commend's Software Maintenance Agreement, you are choosing a partner dedicated to the ongoing success and security of your communication system. Experience the peace of mind that comes with knowing **your investment is always protected and supported** by industry-leading maintenance and service.



SLA pricing is tiered and calculated as a percentage of your total programmable Commend hardware and software investment. This model excludes non-programmable items such as backboxes and stanchions, ensuring you only pay for what you need.

Tiers	\$1k-\$400k	\$400k-\$800k	\$800k-\$1.2M
Standard SLA	14%	14%	14%
	Pricing Not to Exceed 14% of \$300K	Pricing Not to Exceed 14% of \$400K	Pricing Not to Exceed 14% of \$500K
Advanced SLA	24%	24%	24%
	Pricing Not to Exceed 24% of \$300K	Pricing Not to Exceed 24% of \$400K	Pricing Not to Exceed 24% of \$500k
Upgraded Support	\$2,000 Per Intercom Server	\$2,000 Per Intercom Server	\$2,000 Per STUDIO Base License



TRUSTED. COMMUNICATION. ALWAYS.

Quality-tested. Reliable. Well-designed. COMMEND products are developed and manufactured by Commend International in Salzburg, Austria. Our development and manufacturing processes are certified as per EN ISO 9001:2015 and per IEC ISO 27001

Contact Us Today to Discover the Right SLA for Your Business!

COMMEND AMERICAS

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