



## 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.



### Standard SLA

#### Services Included

- ✓ Technical Support response within 2-hours during normal business hours
- ✓ Virtual quarterly performance evaluations: System Health check, Technology Audit, Firmware and Software Audit
- ✓ SMA license and software upgrade virtual support



### Advanced SLA

#### Services Included

- ✓ 24-hour support, 365 days a year
- ✓ Prioritization to the top of the support queue with a 2-hour response during business hours 8:00 am EST - 8:00 pm EST
- ✓ 3-hour response time outside of regular business hours 8:00 pm EST - 8:00 am EST
- ✓ Virtual quarterly performance evaluations: System Health check, Technology Audit, Firmware and Software Audit
- ✓ SMA license and software upgrade virtual support



### Upgraded Support

#### Services Included

- ✓ Advanced scheduling for virtual upgrade assistance from Technical Support on annual software and firmware upgrades
- ✓ CCT backups, Concerto backups, STUDIO backups held on secure servers
- ✓ Commend will virtually assist in migrating/transferring all programming and licensing to the new server when the Hardware Service Package is purchased for the second 5-year server upgrade

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

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



### 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.

### COMMEND AMERICAS

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