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Comtech Managed Maintenance Package

NOC Support: 1-866-816-4510

With continued investment in its Network Operations Center (NOC), Comtech is providing a superior management service to monitor and provide technical support for customer telecommunications circuits.



Basic Managed Service Plan

For customers with telecommunications circuits routed through the NOC, Comtech can provide a basic managed service which includes 24/7 monitoring of end devices and will work with customers during normal business hours, resolving any service issues as quickly as possible.

Premium Managed Service Plan

Comtech provides customers a premium service which includes 24/7 monitoring and technical service to resolve your problems as quickly as possible. Additionally, if a site visit is required, Comtech will deploy a field service technician from one of its service centers to resolve any issue quickly and permanently.

SLA	99% 1 Mo. Average during normal business hours	99% 1 Mo. Average
Site Monitoring	24 / 7	24 / 7
Tech Phone Support	Business Hours	24 / 7
Customer Notification	Business Hours	24 / 7
Depot Repair	Yes	Yes
On Site Service	Time and Materials Apply	Yes
Business Hours Response Time	30 Minutes	30 Minutes
Non-Business Hours Response Time	4 Hours	2 Hours
Time to Deploy Service Technician	1 Day	4 Hours
Trouble Ticket Generation	On Request	Yes
Service Zone	N / A	4 hours from Comtech facility
Site Activation Charge	\$100	Included
Extended Warranty	N / A	Yes, during contract term to max of 3 years*
Cost Satellite	\$100	\$200
Cost Wireless 1**	\$50	\$150
Cost Wireless 2**	\$75	\$250
Cost Wireless 3**	Per Contract	Per Contract

** Dependent on technology and area of operation.

* Special conditions apply

Technical Support

Comtech will provide customers with basic technical support for all equipment purchased or installed from its NOC or other technical facilities during normal business hours. Time and material chargers apply.