	RESPONSE SUPPORT SERVICES	ADVANCED MANAGED SERVICES
	BRONZE, SILVER, GOLD SUPPORT SERVICES (5, 10, 20 TICKETS)	
Business Hours Response M-F 8a-5p ET Excluding Holidays	✔	✔
After Hours Response (P1 Only) All Hours Outside Normal Business Hours	1 Time	✔
Business Hours Emergency Response / Immediate Priority on P1 Tickets	✔	✔
After Hours Response (P2) All Hours Outside Normal Business Hours	N/A	✔
Billing Minimum	Consumes a minimum of 1 Ticket	✔
Ticket Tracker Real-Time SLA Monitor	N/A	✔
Ticket Tracker Ticket Management	✔	✔
Ticket Tracker Project Status At-a-Glance	✔	✔
Ticket Tracker Change Control & Scheduling Assistance Tool	✔	✔
Ticket Tracker Vendor Contract/ License Management (Cisco, Meraki, vmWare, Netapp, Etc...)	✔	✔
Remote Support	✔	✔
OnSite Support	Optional Add-On Available	✔
Break/Fix	✔	✔
Move/Add/Change/Delete	✔	✔
Maintenance and Minor Upgrades*	✔	✔
Scheduled Reboots	✔	✔
Business Review(s)	N/A	✔
Network Drawing & Document Management	N/A	✔
24/7 365 Proactive Monitoring & Alerting	N/A	✔
Cisco WebEx Teams Access	N/A	✔
Staff Augmentation	Available for Purchase	Available for Purchase