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AVAYA

Avaya Global Services Policy for Support to Unauthorized Support Services Providers and their Customers

STL Communications, Inc and Avaya Support Services strategy is to provide world class service to Support Services customers. We accomplish this through Support Services agreements. Therefore, we are committed to focusing our resources, tools and support capabilities for these customers to ensure the highest level of quality and responsiveness.

Avaya Support Policy for Customers of Unauthorized Support Services Providers (i.e., third parties that are not authorized by Avaya to maintain Avaya products):

- Avaya will not provide any remote or on-site Per Incident Support Services support to any customer of, or directly to, an Unauthorized Support Services Provider.
- Support Services Assist is not available to customers supported by Unauthorized Support Services Service Providers.
- Product Correction Notices (PCNs) - Non-system critical PCNs are not available to customers supported by Unauthorized Support Services Providers.
- Warranty Support for customers supported by Unauthorized Support Services Providers will be limited to replacement of defective parts unless otherwise specified by the applicable product warranty terms.

STL Communications is an authorized Co-Delivery Avaya Partner certified to sell, install, and repair all Avaya new and legacy technologies. Avaya has given us “*best-in-class*” and “*world-class*” distinction through their partner audits. Don’t trust your system to a “non-authorized” provider. Avaya won’t help you if your system has problems.