

# IP Support (Plus)

## allworx®



IP Support (Plus) by Centerpoint IT is your Allworx's best friend! Now that you have the award-winning Allworx business phone system at your finger-tips, it is important to leverage the remote support program custom tailored for Allworx customers.

### Why IP Support (Plus) by Centerpoint:

Once we recognized that Allworx was the easiest phone system on the market to use and administer it was important to offer an alternative to the expensive "on-site maintenance" plans of the past. Since 99% of requests for support, network troubleshooting (with voice/data carriers) moves, adds and changes can be handled remotely, a better support option was needed.

IP Support (Plus) by Centerpoint IT is the answer to optimizing your Allworx communication platform for an affordable flat fee.

### What is Covered:

IP Support (Plus) by Centerpoint IT covers most remote support request such as:

- **User Changes** - add, remove, feature changes or change users
- **Call Handling Feature Support** - auto attendant, greetings, call routing, presence settings, vacation schedules and message on hold settings
- **System Settings** - time change, backup, maintenance settings, security
- **Carrier Support** - assistance troubleshooting Telco or network issues
- **Expert Advice** - recommendations as your needs change

### Why Centerpoint IT:

Centerpoint IT's recognition as a Platinum APEX Dealer of Excellence and Nationwide "Top 10" status for the 5th consecutive year demonstrates our commitment to offering a support experience for your Allworx system second to none. Your Allworx support is not provided by a distant call center working off a support script but by Centerpoint IT Certified Allworx engineers with practical field experience. Lastly, Centerpoint IT has managed IT and telecom staff for a complete understanding of all the areas that can impact your Allworx's performance.



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Managed IT • Cloud • Phone Systems



## Monthly Support Pricing

Allworx Support (Plus) pricing is simple. One FLAT monthly fee based on the number of users on your system. Select the number of users below:

_____	<b>\$49.95 per month for less than 9 users</b>
_____	<b>\$54.95 for 10-14 users</b>
_____	<b>\$69.95 for 15-19 users</b>
_____	<b>\$99.95 for 20-29 users</b>
_____	<b>\$129.95 for 30-39 users</b>
_____	<b>\$159.95 for 40-69 users</b>
_____	<b>\$189.95 for 70-99 users</b>
_____	<b>\$100.00 per block of 50 users (over 99 users) - Total Qty: _____</b>
_____	<b>\$2.95 per remote teleworker with phone/softphone</b>
_____	<b>\$39.95 per additional supported site - Total Qty: _____</b>

**Total Monthly:** \_\_\_\_\_ **One Time Onboarding Fee per Site (\$150.00):** \_\_\_\_\_

**Customer (print company name):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_ **Print Name:** \_\_\_\_\_

AGREEMENT. CENTERPOINT IT, INC. and CENTERPOINT DIRECT LLC will provide remote Allworx support for the Customer's Allworx users to include: user changes, call routing/handling changes, system setting changes, greeting and music on hold assistance, troubleshooting of carrier issues, and Allworx feature advice. Allworx support does not cover significant reprogramming of Allworx system(s) covered by Agreement defined as impacting more than 20% of users on any given system (can be quoted as time and material). Remote Allworx support is available during Centerpoint IT, Inc. regular business hours (excluding holidays) from 8AM to 5PM EST Monday to Friday for domestic US users. CUSTOMER must assist CENTERPOINT IT, INC in gaining remote access to supported Allworx systems.

1. PRICE. The monthly price for remote Allworx Support is provided hereunder is specified above. Pricing will be adjusted if CUSTOMER increases number of users. In addition, Customer will pay within thirty (15) days of being invoiced.
2. TERM. The term of this Agreement is for 12 Months. Expired contracts will renew at current rates for successive 12 month terms unless CENTERPOINT IT, INC. is notified in writing by CUSTOMER before expiration of Agreement term.
3. PRIORITY SERVICE. For the term specified above CENTERPOINT IT, INC. agrees to provide priority Remote Support response to CUSTOMER support requests. CENTERPOINT IT, INC. agrees to provide (4) business hour response for issues impacting more than 20% of users and (8) business hour response for all other requests.
4. LIMITATION OF LIABILITY. IN NO EVENT SHALL CENTERPOINT DIRECT, LLC OR CENTERPOINT IT, INC AND ITS SUPPLIERS OR SUBCONTRACTORS BE LIABLE FOR: (i) ANY SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES; OR (ii) COMMERCIAL LOSS OF ANY KIND (INCLUDING LOSS OF BUSINESS OR PROFITS); OR (iii) ANY DAMAGES OF ANY KIND RESULTING FROM UNAUTHORIZED USE OF THE SYSTEM, INCLUDING, WITHOUT LIMITATION, TOLL FRAUD. THIS PROVISION APPLIES TO ALL CLAIMS WHETHER BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT LIABILITY IN TORT OR ANY OTHER LEGAL THEORY AND WHETHER CENTERPOINT DIRECT, LLC OR ITS SUPPLIERS OR ITS SUBCONTRACTORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS. AGREEMENT DOES NOT WARRANTY HARDWARE AND /SOFTWARE.
5. CANCELLATION OF AGREEMENT. The Agreement may be canceled at any time by CENTERPOINT IT, INC with 15 days written notice. Customer may cancel Agreement for non-performance after 30 day written notice to CENTERPOINT IT, INC if non-performance has not been corrected.



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