

## Network support voucher scheme

Do you have access to your own maintenance and installation resource? If not, you might want to learn more about the Evolved pre-paid Network support voucher scheme. Vouchers are valid for a year and can be purchased in a minimum number of 10 at any one time, giving you access to Evolved's engineering resource and technical expertise.

	Standard Voucher	Premier Voucher
<b>Voucher 1</b>	Engineer level 1-4 Remote configuration assistance / adds, moves and changes / software support Service hours - Mon to Fri 9.00am - 5.30pm <b>Next business day</b> 1 hour time limit per voucher <b>Price: TBC</b>	Engineer level 1-4 Remote configuration assistance / adds, moves and changes / software support Service hours - 24/7/365 <b>Next business day</b> 1 hour time limit per voucher <b>Price: TBC</b>
<b>Voucher 2</b>	Engineer level 1-4 Remote configuration assistance / adds, moves and changes / software support Service hours - Mon to Fri 9.00am - 5.30pm <b>4 hour response</b> 1 hour time limit per voucher <b>Price: TBC</b>	Engineer level 1-4 Remote configuration assistance / adds, moves and changes / software support Service hours - 24/7/365 <b>4 hour response</b> 1 hour time limit per voucher <b>Price: TBC</b>
<b>Voucher 3</b>	Engineer level 1-3 Engineer on site within 8 hours with laptop and console cable Service hours - Mon to Fri 9.00am - 5.30pm <b>8 hour response</b> 2 hour time limit per voucher <b>Price: TBC</b>	Engineer level 1-3 Engineer on site within 8 hours with laptop and console cable Service hours - 24/7/365 <b>8 hour response</b> 2 hour time limit per voucher <b>Price: TBC</b>
<b>Voucher 4</b>	Engineer level 1-3 Engineer on site within 4 hours with laptop and console cable Service hours - Mon to Fri 9.00am - 5.30pm <b>4 hour response</b> 2 hour time limit per voucher <b>Price: TBC</b>	Engineer level 1-3 Engineer on site within 4 hours with laptop and console cable Service hours - 24/7/365 <b>4 hour response</b> 2 hour time limit per voucher <b>Price: TBC</b>
<b>Voucher 5</b>	Engineer level 4-5 Engineer on site within 4 hours with laptop and console cable Service hours - Mon to Fri 9.00am - 5.30pm <b>4 hour response</b> 2 hour time limit per voucher <b>Price: TBC</b>	Engineer level 4-5 Engineer on site within 4 hours with laptop and console cable Service hours - 24/7/365 <b>4 hour response</b> 2 hour time limit per voucher <b>Price: TBC</b>
<b>Voucher 6</b>	Engineer level 6 Senior level consultancy, design and configuration solutions delivered remotely through a dedicated CCIE grade technical consultant. <b>Partner price: POA</b> <b>(Please consult your Account Manager)</b>	Engineer level 6 Senior level consultancy, design and configuration solutions delivered remotely through a dedicated CCIE grade technical consultant. <b>Partner price: POA</b> <b>(Please consult your Account Manager)</b>

This service is not intended to replace Evolved's more traditional maintenance contracts and only applies to specific organisations. If you are using vouchers for fault diagnosis there is no guarantee of a satisfactory resolution. Minimum of 10 vouchers to be purchased at any one time. Vouchers are valid for 12 months after the date of purchase. Additional vouchers can be purchased for extra hours and chargeable services, spares are not included but can be purchased separately. Any partially used vouchers will be counted as a full voucher. Usual terms and conditions apply.