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### **Vertical Revamps Service Tiers to Meet the Needs of Cloud Customers**

New service packages offer unlimited remote support, discounted billable hours, and extended hardware warranties.

**Santa Clara, CA, August 4, 2017** - Vertical Communications®, a leading provider of business communications solutions, is launching new service contracts to better support customer voice, network, and hardware solutions. Vertical Communications' new service contract tiers are designed to fulfill evolving and unique customer needs.

Focusing around unlimited remote support and extended hardware warranties, the service contracts offer customers peace-of-mind and flexible options to meet ever-growing customer requirements. These changes allow companies to reduce budgetary uncertainty and properly plan for ongoing support requirements.

"At Vertical Communications, we understand that every customer has unique needs, whether that's 24/7 priority support or cost-effective quality service," said Peter Bailey, CEO. "The new Vertical Communications service contract tiers ensure that every customer has the support they require, at a cost that is in line with their budget. We're very excited for what this means for customers."

A cornerstone of the new service contracts, all Vertical Communications' customers will now receive the Investment Protection Plan, which offers 90 days of onsite service to address any issues after installation. The protection ensures minor problems are quickly resolved.

Supplementing existing protections, the Basic Package offers unlimited remote support to fix any issues or service-affecting problems. Basic Package customers also receive a discounted rate on billable hours for services like programming changes and on-site work.

Building on the Basic Package, the Premium Package offers the Basic Package features while adding a response time Service Level Agreement (SLA). The Premium Package also includes a block of hours that can be used for any kind of service, such as adding new users, making system changes, or on-site work. Premium Package customers receive a complimentary Annual Communications Consultation and an increased discount rate for billable hours outside the included block of hours.

The Ultimate Package offers comprehensive system protection starting with the features of the Premium Package and adding 24/7 remote support. The block of hours offered in the Ultimate Package also doubles the size of the Premium Package offering and includes an all-inclusive Annual Communications Consultation as well as offers the best discounted rate for billable service hours available.

In addition, each service tier offers additional discounts for purchasing larger blocks of hours to cover programming or on-site work. All blocks of billable hours (purchased as well as blocks included in the service packages) can roll over to the next year's contract as long as the customer renews in a timely basis.

"Vertical has always provided customers with extensive support to the platforms and applications that are critical to their business workflows," said Dick Anderson, COO. "With the change to our service contract structure, we aim to become even more responsive to our customers' needs, as well as reinforcing Vertical Communications' position as a total communications provider for any size of company and budget."

For more information about Vertical's service contracts and other communications solutions, visit [www.vertical.com](http://www.vertical.com), or call 1-877-VERTICAL.

#### **About Vertical Communications**

Vertical Communications, Inc. is a leading provider of communications platforms and applications that enable critical business workflows for enterprises across a variety of industries including retail, automotive, health care and hospitality. Our cloud and hybrid voice, WebRTC, mobility, messaging and collaboration solutions help some of the world's most successful companies improve efficiencies in daily operations, drive sales and deliver a superior customer experience. Vertical's award-winning products and solutions, combined with our highly customer-focused engagement model, make us a strategic partner for businesses looking to transform their operations with communications technology. For more information about Vertical Communications and our complete line of products built for How We Work Today, visit [www.vertical.com](http://www.vertical.com).

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