

# Advanced Enterprise Support

Enjoy enhanced service and support from your own designated RingCentral Office® team.

## WHAT IS RINGCENTRAL ADVANCED ENTERPRISE SUPPORT?

RingCentral Advanced Enterprise Support is a key program in our Professional Services portfolio that provides enhanced services beyond our standard unified communications support. This advanced support service provides customers with the assurance of designated professionals who provide a high-touch, enhanced level of service and support.

Enterprise Support is ideal for companies with multiple locations, complex network infrastructures, or those desiring specialized expertise in ongoing network management and troubleshooting.

## KEY FEATURES

- Assigned Technical Account Manager—a professional to champion technical issues and needs for customers.
- Dedicated support phone number with priority call and case routing.
- Case tracking and management with proactive notifications.
- Dedicated resources reduce hold times and waiting for the next agent.
- Shorter response times for escalated process issues.
- Stay on top of trouble resolution with proactive case management and monitoring.
- Reduce IT resources needed to keep up and maintain the phone system.
- Increase IT operations performance with best practices and trends.

## CUSTOMER BENEFITS

- Simplified RingCentral support with expedited technical know-how and coordinated problem resolution.

## Packages

	Bronze (<499 users)	Silver (500–1,499 users)	Silver + (1,500–2,999 users)	Gold (3,000–5,999 users)	Gold + (6,000–9,999 users)	Platinum (10,000–14,999 users)
Technical Account Manager (TAM)	N/A	Included	Included	Included	Included	Included
Live services and support: Phone, web, and chat Priority routing	24/7	24/7	24/7	24/7	24/7	24/7
Priority case/call routing	Included	Included	Included	Included	Included	Included
Additional TAM	N/A	Available at additional cost	Available at additional cost	Available at additional cost	Available at additional cost	Available at additional cost
Help desk training sessions	1	1	2	2	4	4
PS NOW	Up to 2 hrs/mo	Up to 4 hrs/mo	Up to 6 hrs/mo	Up to 8 hrs/mo	Up to 10 hrs/mo	Up to 12 hrs/mo

\* Enterprise Support requires a 12-month contract.

\* Maximum of three people within a company can contact the Enterprise Support team.

\* A custom quote will be provided to support 15,000+ users. Please contact your RingCentral Sales Representative.

\* PS NOW are items such as scripting adjustments, adding announcements, call flow changes, MACD, and end-user training.

\* Travel and expenses additional.

For more information, please contact a sales representative. Visit [ringcentral.com](http://ringcentral.com) or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of unified communications (message, video, phone), customer engagement, and contact center solutions for businesses worldwide. More flexible and cost-effective than legacy on-premises PBX and video conferencing systems that it replaces, RingCentral empowers modern mobile and distributed workforces to communicate, collaborate, and connect via any mode, any device, and any location. RingCentral's open platform integrates with leading third-party business applications and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

