

MAVIS Matrix



	MAVIS Support	MAVIS Care	MAVIS Total Care	MAVIS All-In	MAVIS Meeting Room
24/7 helpdesk support	X			X	
Next Business day on-site guarantee	X			X	
Software upgrades	X			X	
Replacement during repair	X			X	
Repair of defective equipment	X			X	
All costs of repair, replacement, travel included	X			X	
Daily pro-active trouble shooting		X	X	X	
Periodic template push to connected endpoints		X	X	X	
Problem resolution according to SLA MAVIS Support		X	X	X	
Set up of all customer meetings			X	X	
Monitoring of all customer meetings			X	X	
Booking meetings via (customer branded) web portal			X	X	
Booking meetings via phone, fax, email			X	X	
Monthly usage reporting			X	X	

	MAVIS Support	MAVIS Care	MAVIS Total Care	MAVIS All-In	MAVIS Meeting Room
Provision of multipoint bridging capacity					X
Provision of firewall traversal service					X
Provision of gateway service					X
Supply and installation of videoconferencing equipment				X	
Supply of network connectivity	optional	optional	optional	optional	optional
Fixed fee per endpoint per month	yes	yes	yes	yes	yes
Standard contract period	36 months	36 months	36 months	36 months	36 months
Minimum contract period	12 months	12 months	12 months	12 months	12 months
Unlimited use	yes	yes	yes	yes	yes



Talk & Vision BV
 Van Rietlaan 16
 3461 HW Linschoten
 The Netherlands
 t +31 (0)348 46 00 06
 f +31 (0)348 48 30 44
 info@talkandvision.com
 www.talkandvision.com

Talk & Vision Belgium
 Interleuvenlaan 15E
 3001 Heverlee (Haasrode)
 Belgium
 t +32 (0)16 74 54 05
 f +32 (0)16 50 24 42
 info@talkandvision.com
 www.talkandvision.com

Talk & Vision Germany
 Hanauer Landstrasse 291B
 60314 Frankfurt
 Germany
 t +49 (0)69 710 47 51 12
 f +49 (0)69 710 47 52 12
 info@talkandvision.com
 www.talkandvision.com

Talk & Vision United Kingdom
 1217 12th Floor City Point
 1 Ropemaker Street
 London EC2Y 9HT UK
 t +44 (0)207 153 10 07
 f +44 (0)208 895 40 01
 info@talkandvision.com