

# SUPPLEMENT YOUR TEAM *24/7 SUPPORT*



**Tait** Advantage


**ENSURING SERVICE  
CONTINUITY.**

**ta<sup>it</sup>**  
communications



# KEEPING YOU SAFE AND ON-MISSION

Unleash your team's potential with fit-for-purpose, critical communications solutions from Tait Communications.



For more than 50 years, Tait Communications has been designing, delivering and supporting critical communications networks for public safety, transportation, mining, oil and gas, and utilities customers around the world.

Tait Communications helps you stay safe and on mission when the heat is on. From comprehensive radio networks with advanced data capabilities, to support and managed services, you can trust Tait. Built with Kiwi ingenuity in Christchurch, New Zealand, we put your safety at the top of our agenda day in, day out.

We believe we can make the world a safer, better and more efficient place through our commitment to open standards, interoperability and better safety outcomes.

Tait solutions are customizable, versatile, flexible and built for every challenge. We uphold the principles of our founder, Sir Angus Tait:

**“ IF IT CAN SAVE  
A LIFE, MAKE IT  
TOUGH ENOUGH  
TO SURVIVE  
ANYTHING.**

## TAIT ADVANTAGE 24/7 SUPPORT SERVICES

Supplement your in-house team with LMR specialists by accessing 24/7 support services when you need them, allowing your team to remain focused on their priorities.

Best practices for ensuring service continuity across organizations highlights the need for more consistent service delivery. Tait Advantage provides access to a unique blend of services and tools that positions communications professionals to deliver predictable, quality service to their business and workforce.

The Tait Advantage Support Services Package incorporates all the benefits of Tait Assurance and also includes:

- › Extended hardware warranty
- › 24/7 technical support
- › Remote diagnostics
- › Break/fix support



### EXTENDED HARDWARE WARRANTY

Feel secure in knowing that Tait Communications designs and manufactures all its products with the highest quality of materials and workmanship, so we can confidently stand behind them for years. With a 5+ years\*\* extended hardware warranty, in the event a defect is found, Tait will promptly correct the problem through free repair or replacement\*.

Our years of expertise alongside your extended hardware warranty ensures your device will be promptly and expertly repaired or replaced so you can get back to business.

### SERVICE DESK

Access the expertise of Tait Support Engineers via phone 24/7 for critical incidents or via a secure online service portal. Experienced engineers work to perform incident resolution activities ranging from end user assistance to remote diagnostics.

### 24/7 TECHNICAL SUPPORT

Tait provides technical support to ensure our customers' systems remain active. We provide 24/7 access to our experienced technical support team for any questions or issues that might arise. That includes assisting in configuring products, helping to access technical information about products and systems, advising on operations and maintenance to keep systems running effectively and responding to general technical queries.

### ACCESS SOFTWARE UPDATES

Ensuring your software is current protects you from vulnerabilities, can improve performance and stability, minimizes downtime and keeps your system running smoothly. Continue to realize the full potential of your Tait investment through ongoing maintenance. Securely access and download firmware and software updates, as well as calibration and service kits used to configure, diagnose and update your equipment.

# TAIT ADVANTAGE 24/7 SUPPORT SERVICES

## REMOTE DIAGNOSTICS

Speed time to problem resolution by bringing expertise directly to the source. Following your security protocols, Tait Engineers access your network remotely to diagnose and recommend actions to resolve incidents in real-time.

## ONLINE PORTAL

Proactively manage service cases, download software updates and access support documentation online anytime. Using a web browser and secure login, access your service account to create new cases, track active cases and review previous cases.

## BREAK/FIX SUPPORT

Tait Engineers work to published SLAs for responses and service restoration so you can rest assured that your priority becomes ours. Tait systems restoration is managed through incidents, where our priority is restoration of service. Problems, or requests to fix underlying defects, and service requests, requesting a type of service or information, are actioned during normal business hours.

## NETWORK MONITORING 24/7 (OPTIONAL)

Network monitoring is an optional add-on to Tait Advantage. It provides 24-hour, 7 days a week, year-round monitoring of your Tait critical communications networks, networks, reducing stress on your team and enabling faster resolution.

Customers receive notifications of incidents, regular reporting, and quarterly service reviews. Monitoring occurs over a secure connection to the customer radio network.

Ensure you have system resiliency, especially during significant events, with an additional pair of eyes on your radio communications network.

## SUPPORT SERVICES PACKAGES OPTIONS

Tait offers three tiers of support services package, flexible enough to cater to the unique requirements of any organization.



# TAIT ADVANTAGE SUPPORT PACKAGES

SUPPORT SERVICES PACKAGES	TAIT ASSURANCE	TAIT ADVANTAGE	TAIT MANAGED
Repair Centre	•	•	•
Extended Hardware Warranty*	5 years	5+ Years**	5+ Years**
Service Desk	8x5	24/7	24/7
Technical Support	Online	Online / Phone 24/7	Online / Phone 24/7
Software Updates	Self-service	Self-service	Managed
Release Management			•
Remote Diagnostics		•	•
Preventative Maintenance			•
Online Portal	•	•	•
Break/fix Support		•	•
24/7 Network Monitoring		Optional Add-on	•
Configuration Management			•
Vendor Management			•
Tait Hosted Test Environment			Optional Add-on
Grade of Service Reports			Optional Add-on
Managed Radio Support			Optional Add-on

\* Tait provides a standard 2-year hardware warranty for standalone terminals & base stations, extendible by an additional 3 years for a total of 5 years, as an extended hardware warranty. Tait provides a standard 1-year warranty for any accessories or batteries. See terms and conditions for further information.

\*\* For Tait Advantage and Tait Managed support services packages we allow purchase of additional coverage beyond 5 years.



## REPAIR CENTER

### Repairs

Tait repair centers handle diagnosing, servicing, and restoring Tait branded equipment.

### Experienced Professionals

Professional workshop to repair all intrinsically safe hardware that ensures a high-quality standard hardware repairs.

### Calibration and Testing

Repaired equipment is tested and calibrated using Tait factory standards to maintain consistency and quality.

## EXTENDED HARDWARE COVERAGE

### Hardware Coverage

If your Tait hardware experiences a mechanical, electrical or defect fault, Tait will promptly repair or replace<sup>1</sup> your equipment.

# TAIT ADVANTAGE SUPPORT PACKAGES

## SUPPORT SERVICES

### 24/7 Online Service Desk

Access to Tait support engineers fully trained in radio communications, IT and ITIL best practices through a secure online service portal or phone 24/7 to address incidents or service requests through to resolution.

### Online Service Portal

Secure online customer portal is available to manage service requests, access software updates, and access support documentation anytime.

### 24/7 Technical Support

Assistance in configuring products, gaining access to technical documentation, operational and maintenance advice to keep systems running efficiently.

### Remote Diagnostics

Tait support engineers can diagnose issues with your system using a secure remote connection, perform problem resolution activities or recommend a solution to resolve.

### Break/Fix Support

If there is an incident, problem, or service request that is causing any downtime in your network, Tait support engineers are there to help resolve or escalate to L3 support to restore service as soon as possible minimizing your downtime.

## SUPPORT LEVELS

### L1

Direct local support and maintenance by a local contractor, channel partner or your employees (includes equipment replacement, on-site investigation, diagnosis, and configuration).

### L2

Provided by Tait's regional support team and service management center. The support team can monitor, raise incidents, investigate potential cause for incident, manage the resolution, and escalate to L3 if necessary for resolution.

### L3

Tait specialists with deep system knowledge and experience. They are there to guide an investigation, resolution of complex incidents and problems, and escalate to L4 if necessary.

### L4

Tait expert staff who are involved in the design and development of Tait products and systems. They are there to investigate the most challenging problems and provide solutions.

## SOFTWARE UPDATES

### Software Updates

Access to software updates to protect from vulnerabilities, performance and stability, and minimize downtimes via the online customer portal.

### Software Fixes and Patches

Warranty includes provision of software fixes or patches to resolve an accepted defect as part of next cadence release.

## OPTIONAL ADD-ON

### 24/7 Network Monitoring

24 hours and year-round monitoring of your radio networks. Receive notifications when there are issues and have access to Tait's support engineers to assist you in resolving incidents. Network monitoring is accompanied by regular reporting and a quarterly service review.

1. During the extended warranty period, non-repairable accessories will be replaced and will not be covered once the warranty period expires.



# WE GO BEYOND FOR A SAFER WORLD.

**CONTACT YOUR LOCAL DEALER  
FOR MORE INFORMATION  
[TAITCOMMUNICATIONS.COM/CONTACT](https://www.taitcommunications.com/contact)**

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Tait\_B\_Tait Advantage\_V3.3      November 2025




Quality  
Management  
ISO 9001



Environment  
Management  
ISO 14001:2015



Occupational  
Health & Safety  
Management  
ISO 45001:2018

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