EXPAND YOUR TEAM *24/7 SUPPORT*

Tait Advantage

ENSURING SERVICE CONTINUITY.

Available in USA and Canada

tait 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

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

The Tait Advantage Support Services Package provides support for your Tait network infrastructure and can also optionally include support for Tait Terminals.

It includes:

- 24/7 technical support
- Remote diagnostics
- Break/fix support
- Online customer portal
- Assistance with network software updates

Optional Add-ons:

- 24/7 monitoring
- Extended warranties

24/7 TECHNICAL SUPPORT

Tait provides technical support to ensure our customers' systems remain active. Experienced customer support engineers work to perform incident resolution activities ranging from end user assistance to remote diagnostics.

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 and responding to general technical queries.

ONLINE CUSTOMER 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.

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.

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.

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 ADVANTAGE

24/7 SUPPORT SERVICES

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. With Tait Advantage, our experienced engineers can also assist you with planning and updating your network software.

EXTENDED HARDWARE WARRANTY (OPTIONAL)

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 hardware 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.

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.

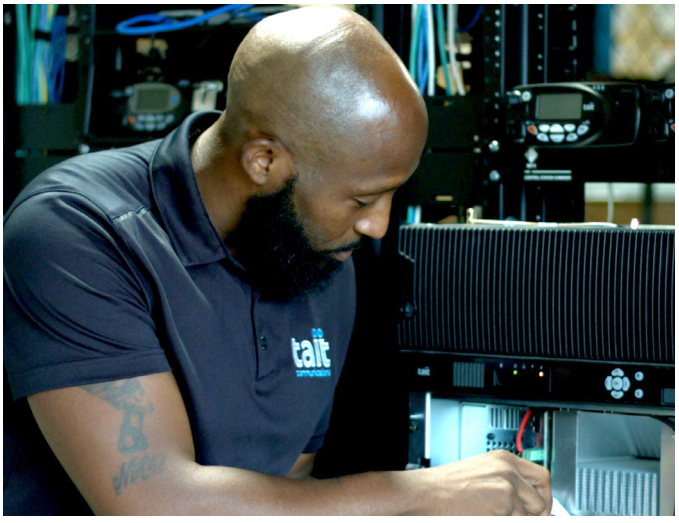
OTHER SUPPORT SERVICES PACKAGE OPTIONS

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

TAIT ADVANTAGE

SUPPORT PACKAGES

SUPPORT PACKAGES	TAIT ASSURANCE	TAIT ADVANTAGE	TAIT MANAGED
	Tait Terminals and Tait Base Stations	**Tait Network Infrastructure and/or Tait Terminals[1]** **3rd party network equipment[2]**	**Tait Network Infrastructure and/or Tait Terminals[1]** **3rd party network equipment[2]**
Support Agreement Term	Extendible up to 5 years[3]	1-5+ years[4]	1-5+ years[4]
Repair Centre	•	•	•
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 Includes agreed system elements (Tait & 3rd Party)	N/A	Optional Add-on	•
Extended Hardware Warranty	Included Extend standard warranty up to 5 years	Additional Cost Same as agreement term	Included Same as agreement term
Extended Hardware Warranty (3rd Party)	N/A	Option, where available from the OEM[5]	Option, where available from the OEM[5]
Configuration Management			•
Vendor Management			•
Hosted Test Environment			Optional Add-on
Grade of Service Reports			Optional Add-on
Managed Radio Support			Optional Add-on



1 Tait Advantage and Tait Managed can optionally include Tait terminals.
2 May include 3rd party equipment if agreed in scope. Contact Tait to discuss.
3 Tait provides standard 2-year hardware warranty for standalone terminals & base stations, extendible up to 5 years, as an extended hardware warranty. See terms and conditions for further information.
4 For Tait Advantage and Tait Managed support services packages we allow purchase of additional coverage beyond 5 years. Term can be extended by mutual agreement.
5 Tait can procure the OEM extended warranty and will manage claims.
***Note**: warranty term available may differ from the Tait term.*

TAIT ADVANTAGE
SUPPORT PACKAGES

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 (OPTIONAL)

Hardware Coverage

If your Tait hardware experiences a mechanical, electrical or defect fault, Tait will promptly repair or replace[1] your equipment.

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. Experienced engineers can also assist with software updates.

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 Tait provides standard 2-year hardware warranty for standalone terminals & base stations, extendible up to 5 years, as an extended hardware warranty. For Tait Advantage packages we allow purchase of additional coverage beyond 5 years. See terms and conditions for further information.

WE GO BEYOND FOR A SAFER WORLD.

CONTACT YOUR LOCAL DEALER FOR MORE INFORMATION
TAITCOMMUNICATIONS.COM/CONTACT

Tait has taken every care in compiling this brochure, but we're always innovating and therefore changes to our models, designs, technical specifications, visuals and other information included in this brochure could occur. For the most up-to-date information and for a copy of our terms and conditions please visit our website.

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Quality Management ISO 9001

Environment Management ISO 14001:2015

Occupational Health & Safety Management ISO 45001:2018

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