

MTR Pro Tier II Support

24x7 support for Microsoft Teams Rooms certified devices

How to keep MTR Pro services with human support

Effective September 30, Microsoft will discontinue Microsoft Teams Rooms (MTR) Premium licenses and replace them with MTR Pro licenses. MTR Pro includes AI-based remediation, but no human support.

AVI-SPL, a **Microsoft Managed Partner**, collaborated with Microsoft to introduce a new MTR Pro add-on service to maintain premium-level service.

Our MTR-Pro Tier II Support provides 24x7 remote technical assistance for any MTR Room incident that cannot be resolved through AI-based remediation efforts.

**\$120 per room/per year
if purchased on or before
March 31, 2023**

regular price \$240 per room/per year

**Microsoft MTR Pro + AVI-SPL MTR Pro Tier II Support
= legacy Microsoft MTR Premium support level and cost**

Microsoft MTR Premium Support

- Monitoring
- Tier I – AI-based remediation
- Tier II – Service Operations Center support
- 24x7
- Certified MTR devices & peripherals
- MSRP – \$50 per mo./per room

Microsoft MTR Pro Support

- Monitoring
- Tier I – AI-based remediation
- Certified MTR devices & peripherals
- MSRP – \$40 per mo./per room

Our MTR Pro Tier II Support

- Tier II – AVI-SPL human technical support 24x7
- Certified MTR devices & peripherals
- MTR Pro reported incidents
- Microsoft MTR Pro add-on
- MSRP – \$10 per mo./per room

We provide end-to-end MTR lifecycle support

Additional Microsoft Teams services

Choose options to add onsite support, unlimited onsite dispatch, support for all devices, and more.



Elite Maintenance for MTR rooms

- 24x7 Tier - Tier 3 for all in-room devices
- OEM RMA support
- Unlimited onsite dispatch – any device



Remote Managed Services

- Monitoring of any collaboration device
- Proactive Tier 1 - Tier 3 technical support
- Incident management
- Problem management
- Reporting and analytics



Cloud Administration Services for MTR rooms

- User, license, and device provisioning
- Firmware/application upgrade ring management

Take advantage of MTR Pro Tier II Support promotional pricing.

Limited time offer. Contact us today.

contact@avispl.com

