

Ctelo Office Connect add on

Ctelo Business Phone for Microsoft Teams

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Ctelo Office Connect*

This service is an add-on that connects offices in countries with strict telecom regulations to Ctelo Business Phone. A hardware appliance is deployed at the Company Office location. This has a redundant power supply configuration, is connected to the Ctelo Operations Center and managed as part of the Ctelo Business Phone Cloud.

•99,9% SLA, best effort due to customer responsibility of the following per hosted unit:

- Firewall SLA
- Datacenter SLA
- LAN/WAN SLA
- Internet access SLA

•Daily backup

•Quarterly Software Updates

•Proactive Quality monitoring of Ctelo Business Phone licensed users

•Advanced Hardware Replacement (AHR)

- 5-7 business days hardware replacement depending on location

•Minimum 3-year agreement

*Requires Ctelo Business Phone

Ctelo Office Connect

for Microsoft Teams

Ctelo HA Office Connect*

This service is a High Availability add-on that connects offices in countries with strict telecom regulations to Ctelo Business Phone. Two hardware appliances are deployed at the Company Office location. The appliances have redundant power supplies and are configured in a fully redundant setup. The service is connected to the Ctelo Operations Center and managed as part of the Ctelo Business Phone Cloud.

•99,99% SLA, best effort due to customer responsibility of the following per hosted unit:

- Firewall SLA
- Datacenter SLA
- LAN/WAN SLA
- Internet access SLA

•Daily backup

•Quarterly Software Updates

•Proactive Quality monitoring of Ctelo Business Phone licensed users

•Advanced Hardware Replacement (AHR)

- 5-7 business days hardware replacement depending on location

•Minimum 3-year agreement

*Requires Ctelo Business Phone

Ctelo HA Office Connect

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Microsoft Teams Business Phone Solutions