

EthoStream Support Center Service Level Features Comparison

We provide multiple levels of support services so you can select what works best for your needs. Our proactive support satisfies high-speed Internet access brand standards for 24/7/365 support.

Below is a comprehensive listing of our support offerings and pricing.

SERVICES	Platinum \$3.00*	Gold Level \$2.50*	Silver Level \$2.00*	EGS** Only \$25.00
Monthly Gateway Updates	✓	✓	✓	✓
24 / 7 / 365 Support	✓	✓	✓	
Telephone / Online Messenger / Email	✓	✓	✓	
Support Statistics Review	✓	✓	✓	
Yearly Support Reports	✓	✓	✓	
Comprehensive Ticket & Call Tracking	✓	✓	✓	
Direct Access to Franchise Reports	✓	✓	✓	
Bandwidth Reporting	✓	✓	✓	
Support Call Audio Review	✓	✓	✓	
Web-Based Site Management	✓	✓	✓	
Web-Based Site Status	✓	✓	✓	
ISP Monitoring & Fix Coordination	✓	✓	✓	
Call Recording & Review	✓	✓	✓	
Onsite Device Monitoring & Management	✓	✓	✓	
Web-based Password Management	✓	✓	✓	
Proactive Device Failure Notification	✓	✓		
Historical Device Status Data	✓	✓		
Billing Management & Reporting	✓	✓		
Customizable Billing Options	✓	✓		
Online Conference Scheduling	✓	✓		
Web Content Filtering	✓	✓		
Public IP Checkout (where available)	✓	✓		
Bandwidth Upsell	✓	✓		
Aggregated Property Management	✓	✓		
Dedicated Staff Support Number	✓			
Co-Branded Marketing	✓			
Preferred Product Pricing	✓			
Customized Reporting	✓			
Dedicated Support Representatives	✓			
Enhanced Network SLA	✓			

*Per Room / Per Month Pricing. **EGS - EthoStream Gateway Server

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