



Kyber Networks' Service plans
We are here 24 x 7 x 365 for your guests

Support Service	Bronze	Silver	Gold
	Level 1	Level 2	Level 3
24 x 7 x 365 Toll Free Technical Support for Hotel Guests	√	√	√
Email Technical Support for Hotel staff and Guests	√	√	√
Hotel Staff Technical Support for Guest Network	√	√	√
Meeting Room & Common Areas user support	√	√	√
Network Support of ALL Kyber installed Equipment (Warrantied and NON-Warrantied)	√	√	√
Support ticket system	√	√	√
Basic Guest VPN support	√	√	√
Basic Guest Email support	√	√	√
SMTP Filtering (0 - 90 per minute / customizable)	√	√	√
Website Content Filtering	√	√	√
24 x 7 Gateway Monitoring	√	√	√
Proactive HSIA System Monitoring and alerts	√	√	√
Proactive Internet Service Provider (ISP) Monitoring & alerts	√	√	√
Complete Hotel Network Management via web-based (All 3 Tiers)	√	√	√
Guest Room & Common Areas support material (tent cards) **	√	√	√
Account Management Professional	√	√	√
Franchise Standards Compliance review - continuous	√	√	√
Firewall Access Rules management (inbound and outbound traffic)		√	√
Gateway Updates & Upgrades		√	√
Network devices (Wireless Acces Points, switchgear, fiber links, and other devices) - Updates & Upgrades		√	√
Basic Guest support for other devices		√	√
ISP outage updates and resolution direct with ISP		√	√
Technical Support Representative (Premium service support line)		√	√
Complete Hotel Network Management via support mobile devices		√	√
Guest Call documentation and review (by Tier 1)		√	√
Monthly Support Reports (as needed)		√	√
Support Statistics Review (by Tier 2 & Tier 2)		√	√
Support Call Review (by Tier 2 & Tier 3) - for Franchise guest score programs		√	√
Hotel Staff Technical Support for Back Office Network - not connected to Hotel HSIA system		√	√
Password or access code changes (for Guest Internet use) - completed as per Franchisor requirements			√
Comprehensive VPN Support - complete end to end (discuss with hotel's large corporate client's IT as necessary)			√
Comprehensive email support of Guests and Hotel staff			√
Guest support for other devices such as gaming boxes like PS3, Xbox, Wii, and other devices like iPhones			√
Mac filtering for hotel mgmt for their personal devices such as mobile pad and smart phones			√
HSIA system Remote Reboot when required			√
Ad Hoc bandwidth management and upgrade per needs of Hotel during inspections or individual guest needs			√
Professional Network Management Tools to see complete picture of entire network and potential issues			√
Password changes - Entire Hotel HSIA network (all devices)			√
Property Management System integration and support through vendors			√
Detailed HSIA bandwidth usage & and guest connectivity reports (as needed)			√
Customized Reporting			√
ISP Bandwidth Utilization Reports			√
ISP cost comparison and proposal generation - Point to Point			√
System Security updates (to help current and future malicious virus conditions)			√
Customized ROI charts of future HSIA expenditures			√
Quarterly 24/7 support team training and udpates to maintain high level support services			√
Monthly system updates and power & reboot communications to Hotel			√
IT Industry news - communications to Hotel			√
Engineering Support - on-site			√
Engineering Support - remote			√
Hotel Support for Franchise NON-HSIA network needs such as PMS, PBX, other franchisor systems/routers, etc.			√
Configuration and Setup of Franchise NON-HSIA network needs			√
Offsite storage of Hotel HSIA device data			√
Offiste storage of Hotel Guest connectivity Data			√
Offsite storage of Hotel HSIA performance Data - both External ISP and Internal network devices			√
Preferred Client Pricing			√
Preferred pricing with other HSIA ecosystem vendors such as wiring and ISP			√
Other hotel vendor support of IP products			√
Hotel mangement and operations experience (recommendations)			√