COMM-LAN FEATURES	COMM-LAN MONITORING	COMM-LAN MANAGED	COMM-LAN TOTAL SUPPORT
24X7 MONITORING WITH USER INTERFACE ACCESS	✓	✓	✓
CUSTOMIZED ALERTING	✓	✓	✓
REPORTING	✓	✓	✓
DEDICATED SERVICE MANAGER	✓	✓	✓
UNLIMITED REMOTE MAC'S		✓	✓
MANUFACTURER SUPPORT		✓	✓
ISSUE ESCALATION AND VENDOR MANAGEMENT		✓	✓
ONSITE PARTS REPLACEMENT		✓	✓
QUARTERLY ONSITE REPORT REVIEW MEETINGS		✓	✓
24X7 REMOTE REMEDIATION		✓	✓
24X7 ONLINE TICKETING SYSTEM		✓	✓
TELCO/ISP ISSUE IDENTIFICATION AND MANAGEMENT		✓	✓
40 HOURS ADDITIONAL ON-SITE ENGINEERING SUPPORT			✓
MONTHLY PLANNING MEETINGS – 8 HOURS ONSITE			✓
CUSTOM OPTIONS	OPTIONAL	OPTIONAL	OPTIONAL
REDUCED RATE BLOCK OF SERVICE HOURS	OPTIONAL	OPTIONAL	OPTIONAL
MONTHLY SECURITY SCANS	OPTIONAL	OPTIONAL	OPTIONAL