

## Phone System Maintenance & Support Charging Schedule



## Bronze

### MAINTENANCE COVER TYPE

- ✓ Adds moves and changes
- ✓ Faulty handset replacement
- ✓ Engineering time for warranty replacements
- ✓ 24 hour response to site
- ✓ 4 hours desk based response

## Silver

### MAINTENANCE COVER TYPE

- ✓ Adds moves and changes
- ✓ Faulty handset replacement
- ✓ Engineering time for warranty replacements
- ✓ 8 working hour response to site Monday to Friday
- ✓ 2 hour desk based response

## Gold

### MAINTENANCE COVER TYPE

- ✓ Adds moves and changes
- ✓ Faulty handset replacement
- ✓ Engineering time for warranty replacements
- ✓ 8 working hour response including weekend
- ✓ 2 hour desk based response

**ALL PRICES ARE MONTHLY**

## CLOUD CHARGES

BOLT ons	BRONZE	SILVER	GOLD
STANDARD HANDSETS & DEVICES (INC DECT)	£2.95	£3.95	£4.95
TOUCH PHONES	£5.95	£7.95	£10.95
APPLICATIONS	£1.00	£1.50	£2.00



## ON PREMISE CHARGES

ON PREMISE SYSTEM TYPE	BRONZE	SILVER	GOLD
ERICSSON LG UCP 100	£15.00	£20.00	£25.00
ERICSSON LG UCP 600	£22.50	£30.00	£37.50
MFIM	£15.00	£20.00	£25.00
EMG	£15.00	£20.00	£25.00

ON PREMISE MAINTENANCE ADDS	BRONZE	SILVER	GOLD
HANDSETS/DEVICES	£2.95	£3.95	£4.95
TOUCHPHONES	£5.95	£7.95	£10.95
DESKTOP & MOBILE PHONE SYSTEM APPS	£1.00	£1.50	£2.00
MODULES	£7.50	£12.50	£17.50
ICALL	£5.00	£7.50	£10.00
ICALL+REC	£10.00	£15.00	£20.00
IPCR	£7.50	£10.00	£12.50
PHONE LINK	£10.00	£15.00	£20.00
UCS PREM	£10.00	£15.00	£20.00
DOOR ENTRY	£2.50	£3.50	£4.50
APPLICATIONS	£7.50	£10.00	£12.50