

PHONE SYSTEM MAINTENANCE

Ensuring that your communications run smoothly

As specialists in the implementation of network and communication infrastructures, Alliance offers reliable and cost effective maintenance packages, delivered by expert engineers.

GOLD

- Full Hardware Cover (faulty item replacement)
- Software assurance (updates)
- Remote fault diagnostics
- Remote configuration changes (DDI, Routing, User Name)
- Helpdesk phone assistance
- 2 Hour Response (9am-5pm, Mon-Fri, Excluding Bank Holidays)
- On Site Labour

ADDITIONAL COSTS

- Onsite labour time (where fault is user error*)
- Hardware misuse*

SILVER

- Remote fault diagnostics
- Remote configuration changes (DDI, Routing, User Name)
- Helpdesk phone assistance
- 4 Hour Response (9am-5pm, Mon-Fri, excluding bank holidays)
- On Site Labour

ADDITIONAL COSTS

- Onsite labour time (where fault is identified as user error*)
- Hardware Replacement (in warranty or out of warranty)
- Hardware misuse*

BRONZE

- Remote fault diagnostics
- Remote configuration changes (DDI, Routing, User Name)
- Helpdesk phone assistance
- 8 Hour Response (9am-5pm, Mon-Fri, excluding bank holidays)

ADDITIONAL COSTS

- Onsite labour time
- Hardware Replacement (in warranty or out of warranty)
- Hardware misuse*

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DEFINITIONS

Response Time: An Alliance engineer will contact the client and start diagnostics of the fault within the agreed maintenance response times, set within contract. Response time starts from the time the client contacts the Alliance helpdesk via phone or email.

3rd Party Interaction: Alliance will not contact 3rd party companies, offering incoming communication services to the client, unless stated within contract agreement. A 3rd party company may be a phone line provider (For Example BT retail). Alliance will pass any required information to the client to pass onto the supplier.

Hardware Replacement: Hardware replacement is for items that have been diagnosed as being faulty. Alliance keeps a full stock of standard items to cover any replacement issues. Based on the maintenance agreed the item may be installed free of charge. See below for package details:

GOLD

All hardware replacement is covered, including items in and out of warranty.

SILVER

All hardware replacement is subject to an additional charge, to be agreed prior to engineer replacing hardware. Items in warranty are subject to an administration/ shipping fee whilst Items outside of warranty are charged at the standard rates, these vary depending on item.

BRONZE

All hardware replacement is subject to an additional charge, to be agreed prior to engineer replacing hardware. Items in warranty are subject to an administration/ shipping fee whilst Items outside of warranty are charged at the standard rates, these vary depending on item.

User Error: Alliance may choose to charge the client should an engineer be sent to site and the fault identified as an end user error. For example if the phone has been unplugged or dropped.

Hardware Misuse: Alliance may choose to charge the client if the faulty hardware is seen to be misused. For example water damage or if the item has been dropped.

Percentage Charge: The percentage cost is based on the installed equipment RRP.