

Nortel Maintenance Plans by IP Office Techs (Revised Jan 04 2017)

IP Office Techs offers limited maintenance and programming support services on Nortel Phone Systems. Three levels of coverage are available to our customers and all our maintenance calls are supported by our in-house qualified engineers. If you are not already one of our customers, why not ask us to give you a free quotation for your annual maintenance or use the table that follows. Our rates are extremely competitive and we pride ourselves on the standard of service we are able to deliver.

Element	Bronze	Silver	Gold
Adds, moves, and changes (MAC work) 4 per month	X		
Adds, moves, and changes (MAC work) 8 per month		X	
Adds, moves, and changes (MAC work) unlimited			X
Hardware fault resolution	X	X	X
Defective parts repair, replace, or substitute ¹	X	X	X
Software fault resolution	X	X	X
Voicemail changes (including password resets)	X	X	X
Time and date adjustments	X	X	X
Phone speaker paging setup	X	X	X
Button and feature code programming	X	X	X
Hunt group programming	X	X	X
Call forwarding implementation	X	X	X
Auto attendant changes		X	X
Call routing changes		X	X
Call quality issues		X	X
Music on Hold (internal or external source)		X	X
Network issues related to phones			X

¹ Due to the current availability of Nortel main system units (PBX) an IP Office Phone system may be substituted for a complete system replacement in the event of a catastrophic failure. Features may be slightly different and some training would be included. We reserve the right to choose whichever desk phone is available to give you similar functionality than you had before.

External paging interface			X
System failures ² & severe faults - 2 hour resolution time			X
System failures & severe faults - 4 hour resolution time		X	
System failures & severe faults - 6 hour resolution time	X		
Major Faults - 4 hour resolution time			X
Major Faults - 8 hour resolution time		X	
Major Faults - 12 hour resolution time	X		
Minor Faults - 16 hour resolution time			X
Minor Faults - 24 hour resolution time		X	
Minor Faults - 48 hour resolution time	X		
Account Manager review and technology refresh discussion (once per year)	X	X	X
Phone Provider Liaison (for new orders, fault resolution on outside phone lines from AT&T, Time Warner etc)			X
Two hours per month refresher training			X
Annual system health check up			X
Working hours covered are 9 am till 5 pm Mon - Fri ³	X		
Working hours covered are 7 am till 9 pm Mon - Fri ⁴		X	
24 x 7 coverage for outages and failures			X
Remote support charge ⁵ - \$50.00	X	X	X
First hour on site - \$110.00	X	X	X
Each hour thereafter - \$95	X	X	X
Half day booked engineer - \$375	X	X	X
Full day booked engineer - \$630	X	X	X

² A System Failure or Severe Fault is one where the main system loses functionality and the phones can not make extension to extension calls and/or displays are blank on all phones

³ Excluding bank holidays

⁴ Excluding bank holidays

⁵ Any charges listed here and below are for uncovered elements of each listed maintenance plan and may be subject to location adjustments. For rates in your specific area, please give us a call.

Full day project manager - \$700	X	X	X
No charge for travel time ⁶ or trip charge within 50 miles		X	X

The cost of your maintenance plan is estimated as follows:

To calculate the per month fee for the desired maintenance plan see below.	Original Cost of System ⁷ (plus any additions)
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PLAN	BEST FOR	1,500-3,000	3,000-10,000	10,000-UP
Bronze	Cost savings and basic systems	4.5%	3.5%	3.0%
Silver	Higher level of support where IP Office Techs would be the main source of programming and onsite implementation of changes and issue resolution	5.0%	4.0%	3.5%
Gold	Greatest level of support where high availability of the phone system is required	5.5%	4.5%	4.0%

1. Find the original cost of your phone system (plus any additions) and use that vertical column in the above table
2. Proceed to the appropriate horizontal row for the desired plan and jot down the percentage
3. Multiply that percentage times the cost of your phone system plus any additions
4. That is your monthly amount for maintenance and service

All monthly maintenance fees paid quarterly in advance. The above percentages are good for customers within a 50 mile radius of Milwaukee Wisconsin USA. Additional percentages will be quoted for customers outside of this area. For states outside of Wisconsin, please contact us for applicable percentage rates. All rates subject to management approval.

⁶ Bronze level maintenance plans will incur a \$60 per hour round trip travel charge for any onsite repairs or service

⁷ If you did not originally purchase your phone system from us, we will estimate the cost of your system based on current replacement value. A line by line detailed proposal will be provided.