

## Service Plans

### Voice Equipment

		Standard	Business Day	Extended	24 Hour
Response Times	Major Fault*	Max 4 Hours	Max 2 Hours	Max 2 Hours	Max 2 Hours
	Minor Fault**	Best Effort	Max 8 Hours	Max 8 Hours	Max 8 Hours
On Site Coverage		8am- 5pm Mon- Fri (excl public holidays)	8am-5pm Mon-Fri (excl public holidays)	8am-10pm Mon – Sun (inc public holiday)	24 hours; Mon – Sun (inc. public holidays)
TAC Access		8am- 5pm Mon- Fri (excl public holidays)	8am-5pm Mon-Fri (excl public holidays)	8am-10pm; Mon – Sun (inc public holiday)	24 hours; Mon – Sun (inc. public holidays)
Replacement Parts		yes	yes	yes	yes
Service Labour	Remote Technical Assistance	yes	yes	yes	yes
	Onsite Service (if required)	yes	yes	yes	yes
Call Management		yes	yes	yes	yes
Escalation/Fault Management		yes	yes	yes	yes
Multi-vendor Accreditation		yes	yes	yes	yes
Multiyear Contracts Option		1 – 5 years	1 – 5 years	1 – 5 years	1 – 5 years
Moves Adds & Changes (MAC)		Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>
Service Performance Reports		Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>
System Back-up Manager		Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>
Alarm Monitoring		Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>
Power Manager		Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>
Detailed Site Review		Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>
Planned On-Site Assistance		Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>
Preventative Maintenance		Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>
APRA Licenses		Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>	Value Add. Services <b>Optional Extra</b>
Additional Value Added Services		<b>Optional Extra</b>	<b>Optional Extra</b>	<b>Optional Extra</b>	<b>Optional Extra</b>

Please Note: Custom Plans can be provided for non-standard requests