

Telephone System Maintenance & Support Plans

Specialist teams:

Hull Telecom’s telephone system maintenance and support provides a fast and effective response to system failure, faults and damage, thereby minimising downtime and reducing any subsequent impact on your business.

Hull Telecoms has established a team of experienced, Vendor-trained engineers that not only specialists in terms of knowledge and professionalism but also contribute to the development of each brand platform on a continuous basis.

Rapid response:

First-line support is delivered remotely allowing rapid access to your telecommunications system in order to undertake diagnostics and effect repairs and adjustments. In the majority of situations, remote access is sufficient to either completely rectify any malfunction or facilitate a temporary but robust work-around.

Should hardware need to be replaced or repaired, a site visit will be required. This will be scheduled as soon as possible, at a time convenient to you and your business.

Fault Rectification:

		Standard	Professional	Enterprise
Support Profile		Telephone support, remote access and on-site	Telephone support, remote access and on-site	Telephone support, remote access and on-site
Support Times		08:30 - 17:30 Mon - Fri (excluding bank holidays)	365 days, 24/7	365 days, 24/7
Response Time				
Critical fault		1 hour	1 hour	1 hour
Major fault		4 hours	4 hours	4 hours
Minor fault		16 hours	16 hours	16 hours
Configuration change		7 days	3 days	1 day
Minimum term		12 months	12 months	12 months
Remote system configuration changes/enhancements		1 change per month	2 changes per month	6 changes per month
		Remote quarterly backups	Remote backups	Remote backups
			Out of hours resource for system upgrades	Out of hours resource for system upgrades

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Standard Support - Out of Hours Request (OFHR):

All single customer OFHR requests that require less than 1hr of engineering time to enact and complete outside standard working hours 08:30 –17:30 Mon –Fri, will be subject to a charge of £10 +VAT each, unless you have subscribed to a Managed Service contract (Professional or Enterprise). Any other request, which is not listed in the table below will be treated as Remote Engineering work. All requests should be submitted to support@hulltelco.co.uk

Work Description	Included in Remote Managed Service Contract
Extension Name Change	Yes
Extension Feature Change	Yes
New User Setup	Yes
New Handset Setup	Yes
Direct Dial Changes	Yes
Delete User/ Handset	Yes
Voicemail Setup	Yes
Extension Divert	Yes
Main Number / Group Divert	Yes
Hunt / Ring Group - Manage Users	Yes
Change Music on Hold	Yes
System Admin –User Access	Yes
Silent Monitor	Yes

Remote Engineering:

A sample of requests which are not considered a Single OFHR are listed below. These requests will be scoped, costed and quoted against Hull Telecom's Remote Engineering charges. Please send your written requests to support@hulltelco.co.uk, and a member of the Account team will assess and quote accordingly.

Work Description	Included in Remote Managed Service Contract
System Software Upgrades*	Yes
Report Setup	No
Desktop Software Installation	No
Day / Night Setup	No
Deletion of Recordings	No
IVR Changes	No
ACD / Contact Centre Changes	No
Call Flow Changes	No
Written Instructions	No