

PhonesAtWork

MANAGED SERVICES AGREEMENT



Make the most of your critical Communications Systems!

While text based communications continue to increase in popularity, Phones remain a critical component of any Business and is often the first method of contact from your Customer. A Managed Services Agreement (MSA) guarantees prompt support for your Phone Systems when you need it most!

INCLUSIONS

- Prioritised Support over Non-MSA Clients
- Liaison with Vonex for related affected Services (SIP & NBN)
- Access to Emergency A/Hrs Support (MSA & VIP Clients Only)
- Loan PABX, Component or Phone Handset as Required
- Extended Warranty on Digital & IP Handsets (inc Cordless DECT Handsets)
- No Site Call or Labour Charges for associated Equipment Fault
- Renaming of Extensions/Users as Required ***NEW***
- Unlimited Voicemail Greeting & Night/Holiday Mode Configuration Assistance ***NEW***
- Voicemail to Email Configuration ***NEW*** (On Supported Systems)
- Custom Wallpaper/Logo on Colour Display Handsets ***NEW*** (On Supported Systems)
- Expansion/Upgrade Consultations ***NEW***
- Call Log Extraction & Analytics Reports as Required ***NEW*** (On Supported Systems)

How much downtime can you afford?



NOYTECH MSA Client? Enjoy these added Benefits!

- FREE Computer Generated OGM/Greetings with Background Music ***NEW***
- FREE Modem/Router Upgrade/Replacement if Required ***NEW***
- FREE Phonebook/Directory Upload (On Supported Systems) ***NEW***
- NBN Technical Fault Troubleshooting and liaison with Provider (Vonex) ***NEW***
- Security Consultation/Management with IT Services ***NEW***

TERMS & CONDITIONS

- Annual commitment for MSA. 30 Days notice required to Cancel. Agreement continues indefinitely until cancelled.
- Termination of Agreement prior to anniversary renewal date requires full payment of remaining term.
- No Site Call or Labour Charges for associated Equipment Fault applies to Business Hours only.
- Premium Rates apply for Emergency and After Hours Support. Access to Emergency Support is provided for MSA & VIP Client only.
- Exclusions: Cordless Analogue Phone, Handsets & Answering Machines; Moves/Changes/Upgrades/Expansions; Damage caused by Electrical Storm/Power Surge/Vandalism.
- Valued Added Benefits as Dual NOYTECH-PhonesAtWork Client listed are otherwise quoted accordingly based on time and materials.

MANAGED SERVICES NOT FOR YOU?

- **AdHoc Support**—Call or Email during Business Hours for Support as required. (Standard Fees apply. No access to Emergency/After-Hours Support.)
- **VIP Retainer \$55/m**—If you don't require full Managed Services but do require access to Emergency & After Hours Support. (Premium Rates apply for all work and are in addition to Retainer Fee.)

PhonesAtWork Partners:

