

# PhonesAtWork

## MANAGED SERVICES AGREEMENT



Yealink

LG IPACS

ERICSSON

Panasonic

### 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
- 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)
- 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.
- Support inclusions are provided via remote only during business hours. Included support/tasks are subject to an acceptable usage policy based on typical/average business turnover and are not to be abused.
- Premium rates apply for emergency and after hours support. Access to emergency support is provided for MSA & VIP Clients 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:

