



Maintenance & Warranty

Definitions

The following defines the terms used throughout this document

- **Office Hours**
Link Solutions are open from 8:30AM to 5:30PM
- **Office Days**
Link Solutions office are open Monday to Friday excluding national holidays
- **Minor Changes**
Non-fault related issues, including changes to names, ring-groups, call-routing, contacts and DDIs
- **Major Changes**
Any task requiring more than one hour of remote work to complete
- **Minor Faults**
Hardware or software failures causing complete loss of service to less than 10% of handsets or 50% of trunks
- **Major faults**
Hardware or software failures causing complete loss of service to more than 10% of handsets or 50% of trunks
- **Hardware failure**
Complete loss of service to call server or to network infrastructure under Link Solutions control
- **Network failure**
Complete loss of primary trunks
- **Non-critical failure**
Loss of services not essential to phone system operation such as backup trunks, wallboards, etc.
- **Local area**
Within thirty minutes' travel-time of Link Solutions office in NR1 1PN

Warranty

The following defines the various warranties available from us

- **Manufacturer's Warranty**
on new hardware this is typically one year RTB
- **Refurbished Equipment Warranty**
we provide three months' warranty on any refurbished hardware whenever this would exceed any outstanding manufacturer's warranty
- **Extended Warranty**
is available on all hardware such that the total warranty period will not exceed five years.
Pricing for this is available on request
- **Cabling**
is not covered by any of the services in this document.

Levels of Service

The following defines the levels of service available from us and referred to in this document

- **Ad Hoc** No Maintenance Plan
- **Business Standard** Maintenance Plan
- **Business Plus** Maintenance Plan
- **Business Premier** Maintenance Plan
- **Bespoke** Maintenance Plan
- **Out of Hours (OOH)** Maintenance

These plans are usually agreed at point of sale / takeover

The annual premium to be paid monthly via Direct Debit

Engineering Rates

The following rates apply to engineering labour costs as referred to in this document

The actual rates chargeable are dependent on the level of service agreement in place and can be seen on the **Feature Comparison** chart on page 10 of this document.

- **Standard Rates**
all charges are per engineer, per hour
- **Remote works**
 - Charge is per ticket
 - Minimum charge £35
- **On-site works**
 - Minimum charge is one hour
- **Weekend Rates (where previously agreed)**
 - Saturday and weekday evening visits after 6pm are charged at time and a half
 - Sunday visits are charged as double time
- **Half Day Labour Rate**
Is based on AM or PM visit, not pro-rata if work is completed early
- **Full Day Labour Rate**
Is based on all day visit, not pro-rata if work is completed early

Other points to note

- We will aim to resolve issues remotely whenever possible. Engineers are only sent out when this is not possible and at our discretion.
- To be covered by the time-scales and services mentioned herein tickets must be raised to support@link-solutions.co.uk or by phone to 01603 964288.
- Requests made by any other method will not be responded to until an appropriate ticket has been raised

Ad Hoc | No Maintenance Plan

- All changes are chargeable at the standard rates
- Any additional hardware will be provided at our current RRP
- Any hardware failing outside of warranty will be replaced at our current RRP
- Any hardware failing inside warranty will be replaced according to the terms of the warranty. The following charges may also apply:
 - carriage costs to collect and/or return faulty equipment
 - engineering costs to diagnose faults
 - replacement equipment at standard rates

Any changes, minor faults or non-critical failures should be submitted in the first instance to; support@link-solutions.co.uk or 01603 964288

Please ensure you include as much information as possible including company name, contact name, contact number and detailed explanation of the changes needed or the fault issue.

If you cannot submit a **change** request, **minor fault** or **non-critical failure** by email you can call 01603 964288 and ask a member of staff to raise a ticket for you.

Please note that without a maintenance contract we cannot offer immediate support for these tasks over the phone, only raise a ticket.

- **major faults, network failures** and **hardware failure** will be dealt with as a priority regardless of maintenance level
- **minor faults** will be dealt with immediately whenever possible
- **non-critical failures** and **change requests** will be raised as tickets. Wherever possible we will provide a cost estimate for any hardware, software or engineering time before the work commences, however this is not always possible and failure to do so cannot be used as a basis to refuse payment

SLA commitments:

- You will receive an automated response from the helpdesk with a ticket number
- For **changes, minor faults** or **non-critical failures** you will receive a personal response by phone or email within four Office Hours
- For **changes, minor faults** or **non-critical failures** we will endeavour to complete them within three Office Days
- For **major changes**, we will endeavour to complete them within five Office Days. If it is expected they will take longer than this you will be informed before the five days expires and given an estimated completion date
- Where on-site work is needed the SLAs above will not apply and this will be scheduled on a best-effort basis. You will be given an estimated visit date within the SLAs above
- **No support is offered out-of-hours**
If you have lost all voice service please call the out-of-hours engineer and we will place a call divert on your line where possible.

Business Standard Maintenance Plan

- Up to 10 minor changes and 5 major changes a month are free of charge
- Any additional hardware will be at provided at our current RRP less 10%
- Any hardware failing outside of warranty will be replaced at our current RRP less 10%
- Any hardware failing inside warranty will be replaced according to the terms of the warranty. The following charges may also apply:
 - Travel time to and from sites outside the local area
 - Engineering at £65 for the first hour (or part thereof)
 - £45 for each subsequent hour (or part thereof).
- For faults the following charges may apply:
 - Travel time to and from sites outside the local area
 - Engineering at £65 for the first hour (or part thereof)
 - £45 for each subsequent hour (or part thereof).

Any **changes, minor faults** or **non-critical failures** should be submitted in the first instance to support@link-solutions.co.uk

Please ensure you include as much information as possible including company name, contact name, contact number and detailed explanation of the changes needed or fault.

If you cannot submit a **changes, minor faults** or **non-critical failures** by email you can call us on **01603 964288** and whenever possible these will be resolved or completed over the phone. When this is not possible a ticket will be raised and the timescales below will apply. If you wish to receive email updates to that ticket please ensure you notify the operator and provide a valid email address.

Any other fault report can be raised either by email or by calling **01603 964288**.

Major faults, network failures and **hardware failure** will be dealt with as a priority regardless of maintenance level.

Wherever possibly we will provide a cost estimate for any hardware, software or engineering time before the work commences, however this is not always possible and failure to do so cannot be used as a basis to refuse payment.

SLA commitments:

- You will receive an automated response from the helpdesk with a ticket number
- For **changes, minor faults** or **non-critical failures** you will receive a personal response by phone or email within four Office Hours
- For **changes, minor faults** or **non-critical failures** we will either resolve them within one Office Day or provide an estimated time of completion within one Office Day
- For **major changes**, we will endeavour to complete them within three Office Days. If it is expected they will take longer than this you will be informed before the three days expires and given an estimated completion date
- Where on-site work is needed the SLAs above will not apply. You will be given an estimated visit date within the SLAs above though and visits will be within the following timescales:

For **major faults, network failures** and **hardware failure** we will have someone on site within 8 Office Hours in the Local Area and next working day outside area

For all other faults and issues we will have someone on site within two Office Days within the Local Area and three Office Days outside that area

- Where OOH work is required that would cause an SLA breach you will be notified in advance
- No support is offered out-of-hours. If you have lost all voice service please call the out- of-hours engineer and we will place a call divert on your line where possible.

Business Plus Maintenance Plan

- Up to 30 minor changes and 10 major changes a month are free of charge
- Any additional hardware will be at provided at our current RRP less 10%
- Any hardware failing outside of warranty will be replaced at our current RRP less 10%
- Any hardware failing inside warranty will be replaced according to the terms of the warranty.
- No engineering charges for faults (excludes accidental or deliberate damage)
- No engineering charges for remote support
- Engineering charges for new orders at reduced rates of £65 for the first hour (or part thereof) and £45 for each subsequent hour (or part thereof).

Any **changes, minor faults** or **non-critical failures** should be submitted in the first instance to support@link-solutions.co.uk

Please ensure you include as much information as possible including company name, contact name, contact number and detailed explanation of the changes needed or fault.

If you cannot submit a **change request, minor fault** or **non-critical failure** by email you can call **01603 964288**.

Whenever possible these will be resolved or completed over the phone. When this is not possible a ticket will be raised and the timescales below will apply.

If you wish to receive email updates to that ticket please ensure you notify the operator and provide a valid email address.

Any other fault report can be raised either by email to support@link-solutions.co.uk or by calling **01603 964288**.

Major faults, network failures and **hardware failure** will be dealt with as a priority regardless of maintenance level. Wherever possibly we will provide a cost estimate for any hardware, software or engineering time before the work commences however this is not always possible and failure to do so cannot be used as a basis to refuse payment.

SLA commitments:

- You will receive an automated response from the helpdesk with a ticket number
- For **changes, minor faults** or **non-critical failures** you will receive a personal response by phone or email within one Office Hour
- For **changes, minor faults** or **non-critical failures** we will either resolve them within four Office Hours or provide an estimated time of completion within four Office Hours
- For **major changes**, we will endeavour to complete them within two Office Days. If it is expected they will take longer than this you will be informed before the day expires and given an estimated completion date
- Where on-site work is needed the SLAs above will not apply. You will be given an estimated visit date within the SLAs above though and visits will be within the following timescales:

For **major faults, network failures** and **hardware failure** we will have someone on site within four Office Hours in the Local area and next work day outside that area

For all other faults and issues we will have someone on site within one Office Day within the Local Area and three Office Days outside that area

- Where OOH work is required that would cause an SLA breach you will be notified in advance
- Access to our out of hours engineering support team is available from 8AM and until 8PM Monday to Saturday.

Business Premier Maintenance Plan

- Unlimited minor changes and 10 major changes a month are free of charge
- Any additional hardware will be at provided at our current RRP less 15%
- 5 year warranty on all new phone systems, desk handsets and conferencing systems.
- 3 year warranty on all accessories and mobile devices
- Warranty does not cover loss, accidental damage or deliberate damage
- No engineering charges for faults
- No engineering charges for remote support
- Engineering charges at reduced rates of £65 for the first hour (or part thereof) and £45 for each subsequent hour (or part thereof).
- Any **changes, minor faults** or **non-critical failures** should be submitted in the first instance to support@link-solutions.co.uk

Please ensure you include as much information as possible including company name, contact name, contact number and detailed explanation of the changes needed or fault.

If you cannot submit a **change request, minor fault** or **non-critical failure** by email you can call [01603 964288](tel:01603964288).

Whenever possible these will be resolved or completed over the phone. When this is not possible a ticket will be raised and the timescales below will apply.

If you wish to receive email updates to that ticket please ensure you notify the operator and provide a valid email address.

Any other fault report can be raised either by email to support@link-solutions.co.uk or by calling [01603 964288](tel:01603964288)

Major faults, network failures and **hardware failure** will be dealt with as a priority regardless of maintenance level. Wherever possible we will provide a cost estimate for any hardware, software or engineering time before the work commences however this is not always possible and failure to do so cannot be used as a basis to refuse payment.

SLA commitments:

- You will receive an automated response from the helpdesk with a ticket number
- For **changes, minor faults** or **non-critical failures** you will receive a personal response by phone or email within one Office Hour
- For **changes, minor faults** or **non-critical failures** we will either resolve them within four Office Hours or provide an estimated time of completion within four Office Hours
- For **major changes**, we will endeavour to complete them within one Office Day. If it is expected they will take longer than this you will be informed before the day expires and given an estimated completion date
- Where on-site work is needed the SLAs above will not apply. You will be given an estimated visit date within the SLAs above though and visits will be within the following timescales:

For **major faults, network failures** and **hardware failure** we will have someone on site within four Office Hours in the Local Area and next work day outside that area

For all other faults and issues we will have someone on site within one Office day within the Local Area and three Office days outside that area

- Where OOH work is required that would cause an SLA breach you will be notified in advance
- Access to our out of hours engineering support team is available 24/7, 365 days a year

Bespoke Maintenance Plan

- Unlimited minor changes and 10 major changes a month are free of charge
- Full remote out of hours changes and updates
- Any additional hardware will be at provided at our current RRP less 10%
- Engineering charges for new orders at reduced rates of;
 - £65 for the first hour (or part thereof)
 - £45 for each subsequent hour (or part thereof)
- Extended emergency call out at fixed price of £750+VAT

Any **changes, minor faults** or **non-critical failures** should be submitted in the first instance to support@link-solutions.co.uk

Please ensure you include as much information as possible including company name, contact name, contact number and detailed explanation of the changes needed or fault.

If you cannot submit a **change request, minor fault** or **non-critical failure** by email you can call [01603 964288](tel:01603964288).

Whenever possible these will be resolved or completed over the phone. When this is not possible a ticket will be raised and the timescales below will apply.

If you wish to receive email updates to that ticket please ensure you notify the operator and provide a valid email address.

Any other fault report can be raised either by email to support@link-solutions.co.uk or by calling [01603 964288](tel:01603964288).

Major faults, network failures and **hardware failure** will be dealt with as a priority regardless of maintenance level.

Wherever possible we will provide a cost estimate for any hardware, software or engineering time before the work commences however this is not always possible and failure to do so cannot be used as a basis to refuse payment.

SLA commitments:

- You will receive an automated response from the helpdesk with a ticket number
- For **changes, minor faults** or **non-critical failures** you will receive a personal response by phone or email within one Office Hour
- For **changes, minor faults** or **non-critical failures** we will either resolve them within four Office Hours or provide an estimated time of completion within four Office Hours
- For **major changes**, we will endeavour to complete them within one Office Day. If it is expected they will take longer than this you will be informed before the day expires and given an estimated completion date
- Where on-site work is needed the SLAs above will not apply. You will be given an estimated visit date within the SLAs above though and visits will be within the following timescales:

For **major faults, network failures** and **hardware failure** we will have someone on site within four Office Hours in the Local Area and next work day outside that area

For all other faults and issues we will have someone on site within one Office Day within the local area and three Office Days outside that area

- Where OOH work is required that would cause an SLA breach you will be notified in advance
- Access to our out of hours engineering support team is available 24/7, 365 days a year.

Out-of-Hours Support

Phone support is offered out of hours for all maintenance contracts and provides the following:

- Raising of any system faults
- Resolution of system faults where this can be done remotely **Premier customers only**
- Escalations or updates of line faults **Premier customers only**
- Carrying out pre-agreed changes and maintenance work
- Customers without a maintenance contract can raise faults out-of-hours by email. These will be picked up the next working day.
- The OOH line operates 24/7 and our team will endeavour to answer all calls but as they are not office-based this is not always possible.

In this case please leave a detailed message and they will call you back within one hour between 5pm and midnight.

Messages left between midnight and 8AM will returned within four hours

Where a site visit is required this will be passed to the relevant department or third party suppliers (e.g. BT OpenReach) as appropriate by the OOH staff. You will be advised of the estimated response time of this department or third party.

Where possible the OOH technician will escalate or pursue such matters but they will be bound by the opening hours and SLAs of the other party.

Our Out-of-Hours technicians cannot assist with non-technical matters. Specifically, they cannot release service bars placed by the accounts department.

Any non-technical matters should be reported during office hours to the relevant department.

Feature Comparison

| | Ad Hoc | Standard | Plus | Premier | Bespoke |
|-----------------------------------|---------------|-----------------|------------------|-----------------------|---------------------|
| Charges | | | | | takeover only |
| Minor Changes on site | | | | All | All |
| Per Month Free | 0 | 10 | 30 | | |
| Labour - 1st hour or part of | £85 | £75 | £75 | n/a | n/a |
| Labour - per hour hereafter | £65 | £50 | £50 | n/a | n/a |
| Major Changes - on site | | | | 10 | 10 |
| Per Month Free | 0 | 5 | 10 | | |
| Labour - 1st hour or part of | £85 | £75 | £75 | £65 | £85 |
| Labour - per hour hereafter | £65 | £50 | £50 | £45 | £65 |
| Hardware - Additional | RRP | RRP less 10% | RRP less 10% | RRP less 15% | RRP less 10% |
| Hardware - Out of Warranty | RRP | RRP less 10% | RRP less 10% | RRP less 15% | RRP less 10% |
| Hardware - In Warranty | | | | Extended Terms | |
| Carriage / Travel Costs | Carriage | Travel | £0 | 0 | n/a |
| Engineering - 1st Hour | £85 | £75 | £0 | 0 | n/a |
| per hour thereafter | £65 | £50 | £0 | 0 | n/a |
| Faults | | | | | |
| Engineering - 1st Hour | £85 | £75 | £0 | £0 | £65 |
| per hour thereafter | £65 | £50 | £0 | £0 | £45 |
| New Order Eng Charges | | | | | |
| 1st Hour | £85 | £65 | £65 | £65 | £65 |
| Per Hour thereafter | £65 | £45 | £45 | £45 | £45 |
| Fix Time | | | | | |
| Minor Changes | 3 Office Days | 1 Office Day | 4hrs | 4hrs | 4hrs |
| Minor Faults | 3 Office Days | 1 Office Day | 4hrs | 4hrs | 4hrs |
| Non-critical Failures | 3 Office Days | 1 Office Day | 4hrs | 4hrs | 4hrs |
| Major Changes | 5 Office Days | 3 Office Days | 2 Office Days | 1 Office Day | 1 Office Day |
| Major Faults | Priority | Priority | Priority | Priority | Priority |
| Network Failures | Priority | Priority | Priority | Priority | Priority |
| Hardware Failures | Priority | Priority | Priority | Priority | Priority |
| Out of Hours Support | None | None | 8am-8pm, Mon-Sat | 24/7/365 | 24/7/365 |
| Annual Agreement Cost | | | | | |
| Equipment - excl handsets | £0 | 7.5% of Kit RRP | 12% of Kit RRP | 20% of Kit RRP | £750 |
| Handsets only | £0 | 6% of RRP | 12% of RRP | 18% of RRP | |
| Day Rates | | | | | |
| Half Day Labour | £300 | £275 | £250 | £250 | £275 |
| Full Day Labour | £425 | £400 | £375 | £375 | £400 |
| Remote Support | | | | | |
| Eng - per 30 mins or part of | £35 | £25 | £0 | £0 | £25 |

Annual Cost for Maintenance Plans

We will always provide a written proposal for the provision of a Maintenance Plan because the Annual / Monthly cost is based on the value of the equipment to be covered. The prices below are a guide and the final proposed figure could vary depending on site circumstance.

Equipment | excluding handsets

Business Standard Plan – 7.5% of list price of system (hardware and software) per year

Business Plus Plan - 12% of list price of system (hardware and software) per year

Business Premier Plan - 20% of list price of system (hardware and software) per year

Handsets | only

Business Standard Plan – 6% of list price of handset per year

Business Plus Plan - 12% of list price of handset per year

Business Premier Plan - 18% of list price of handset per year