



# Maintenance

## **Making Informed Choices: Telephone System Maintenance & Landline Service Support**

All new AASTRA Telephone Systems supplied by Avalon Telecom come with a 2-year Maintenance Contract included as standard.<sup>1</sup>

When combined with our land-line management services, which deliver very competitive line rental and call rates, Avalon Telecom offers you complete 'peace of mind' telephony from as little as £15 per month<sup>2</sup> for Telephone System Maintenance .



If you already have an AASTRA Telephone System without a Maintenance Contract OR you are unsure as to the specifics of your current support - please contact us and we will happily provide advice on how to get guaranteed priority cover.

For older telephone systems (e.g. Panasonic, Samsung or any other make), please enquire about our competitive TRADE-IN scheme whereby your existing desk-phones can be worth money when traded in against a new AASTRA 400 system.

**Please turn over for more detail...**





# Maintenance<sup>2</sup> Overview of Service

Required Service	Maintained	NO Cover*
Priority Service for system failures and faults		
Call-out & Labour Charges for equipment proven faults		
Replacement Parts for faulty equipment <sup>2</sup>		
Remote Support for system diagnostics and minor changes <sup>3</sup>		

## Why a Maintenance Contract<sup>2</sup> and Avalon Land-line Management?

Complete 'peace of mind' priority cover and protection against unnecessary BT OpenReach call-outs.

Required Service (in addition to above)	Avalon	Other Provider
Priority Service for land line faults included		
Call-out & Labour Charges for suspected line faults included		
Remote Support diagnostics for suspected line faults included		
One Point of Contact for ongoing fault management		

<sup>1</sup> 5-year minimum contract period applies. Years 3, 4 and 5 will be invoiced on the anniversary installation date. Minimum contract - £180 per annum.

<sup>2</sup> Fix and repair contract of hardware through fair wear and tear (inc. CCU hardware failure). Exclusions, Terms & Conditions apply. Please ask for details.

<sup>3</sup> Minor changes refer to basic system administration e.g. Username changes. Work normally carried out within 3 working days from request.

\* Engineering visits and remote system programming are chargeable at current rates. Details are available upon request.

### Contact Avalon Telecom via:

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