

Maintenance – Product Terms & Conditions

This product refers to:

Maintenance Support provided by Expert Telecommunications

Product Details & Specifications

Phone Support Maintenance	
Price	\$10.00 per month
Includes	<ul style="list-style-type: none"> - Complete Help Desk Support - Reduced Hourly Rate for onsite Adds, Moves, and Changes - 2 FREE Remote programming sessions per calendar year (no roll over)
Support Hours	Monday – Friday: 8.30am - 5.00pm (Excluding public or state holidays)

System Maintenance

Onsite PABX	
Price	\$3.00 per handset (minimum of \$25 per month)
Includes	<ul style="list-style-type: none"> - All Parts & Labour - Reduced Hourly Rate for onsite Adds, Moves, and Changes - Included remote Adds, Moves, and Changes - 1 included onsite visit per calendar year (no roll over) - No Service Request Form Required - Priority Support - Complete Help Desk Support
Support Hours	Monday – Friday: 8.30am - 5.00pm (Excluding public or state holidays)
Hosted Cloud	
Price	\$2.00 Per Handset (minimum of \$20.00 per month)
Includes	<ul style="list-style-type: none"> - All Parts & Labour - Reduced Hourly Rate for onsite Adds, Moves, and Changes - Included remote Adds, Moves, and Changes - 1 included onsite visit per calendar year (no roll over) - No Service Request Form Required - Priority Support - Complete Help Desk Support
Support Hours	Monday – Friday: 8.30am - 5.00pm (Excluding public or state holidays)

Remote Programming

- 2 free remote programming sessions are subject to system access. If we can access your system remotely you are eligible for these 2 sessions. If we cannot access your system remotely you are eligible for 1 onsite visit.
- Remote programming sessions and the onsite visit is for 30 minutes per session only. Time after 30 minutes will be charged at fee for service rate.
- Sessions are per calendar year

Major Fault

- System failure effecting more than 50% of the telephone system
- The failure effects a major system feature that will impact call handling by the customer

Minor Fault

- All other fault conditions to that of major faults
- Moves, adds and changes are not deemed faults and will be allocated with standard turnaround times

Response Time

- For a major fault will be 1 business day
- For a minor fault 2 business days
- As an example, for a Major fault and you call us before 1pm on a workday, then we will try attend same day. If you notify us after 1pm on a workday, then we will attend the next day between 8am and 5pm.

Equipment

- Replacement of all faulty parts/components at the site if the fault is as a result of fair wear and tear
- We do not have to supply any consumables (I.E., cabling etc). We can do so if we wish, and if we do, we can charge you for them
- Replacement parts will be of a quality that is fit for purpose

Exclusions (subject to technician investigations but not limited to)

- Servicing on Equipment not provided by us, servicing on peripheral equipment or cabling
- Changing the equipment or relocating it, attaching things to it, or removing things from it
- Programming changes (i.e., Names changes, voicemail programming or changes etc)
- Fixing any faults in the equipment other than those caused in normal proper use
- Fixing problems or damage caused by events beyond our control, including accident, lightning, power surges, power failures, over-hot or over-cold conditions, vandalism, or misuse
- Travel and expenses where on-site support is required at a site located more than 50km from our office

We do not have to fix any fault caused or contributed to by:

- Anything attached to the Equipment, or to the peripheral equipment (unless we agreed in writing to it being attached)
- Non-compliance with any guidelines on the use and care of the Equipment
- Anything done, or not done, to the equipment by anybody apart from us and which affects the equipment
- Line or data faults if your services are owned by another provider/not Expert (e.g., Lines with Telstra, standard service rates apply)

Extra work and charges

- If we service any fault not covered by this agreement, you must pay our Maintenance fee for service charges (for parts and labour) Refer to fee matrix
- You must pay any extra charges set out in the invoice we give you for any additional work or equipment supplied

Service Cancellation

If you choose to cancel your service, you will need to let us know in writing with 30 days' notice.

- The Early Termination Fee (ETF) is your monthly cost, multiplied by the number of months remaining on the Contract.
- A 30-day cancellation fee (total minimum monthly cost of service) applies from Service cancellation date (The day we accept your cancellation request).

Order Withdrawal

If you withdraw the order prior to activation, a withdrawal fee may apply. This is dependent on how many business days past signing the paperwork the request is made.

- Between business day 0 to business day 10, please refer to our Cooling Off Period.
- For business day 11, up to 2 business days before the scheduled cutover of your service, 1 month of your monthly access fee will apply.
- If less than 2 business days until the scheduled cutover or installation – standard early termination fees as detailed in "Service Cancellation" above apply.

Faults

The service provided is a best-efforts service. There are no financial rebates available for service performance, uptime, or fault conditions.

In the event you have service difficulties, you can notify our Customer Service Team.

You will be required to assist with a reasonable level of troubleshooting to assist us in identifying the cause of the service difficulties.