



## Supply Maintenance Agreements

The benefits and peace of mind provided by a maintenance agreement are priceless especially if an issue does occur. Supply Communications provide the following service packages:

### Service Package 1

- No Costly 'Call Out' Fees
- 24 hour service 365 days a year\*
- Maintenance for Siemens HiPath System range
- Remote Diagnostics
- One Point of Contact
- Online fault reporting
- Complete Peace of Mind



### Service Package 2

- No Costly 'Call Out' Fees
- No additional charges for any replacement system cards or parts
- 24 hour service 365 days a year\*
- Maintenance for Siemens HiPath System range
- Remote Diagnostics
- One Point of Contact
- Online fault reporting
- Complete Peace of Mind



## Frequently Asked Questions

### What does it cover?

A Maintenance Agreement covers your telephone system, desktop handsets, BT lines, voicemail and specific system cards.

### Do you use new or refurbished equipment?

If a maintenance issue occurs and something needs replacing it will be replaced free of charge with new equipment (only with service package 2. Additional costs will be incurred for service package 1)

### What level of service can I expect?

Supply Communications Maintenance Agreements offer a 15 minute (very urgent) and maximum 4 hour response time during normal working hours Mon-Fri. The vast majority of maintenance issues on a Siemens system can be diagnosed and rectified remotely, whilst you are on the phone, all within 1 hour. This is a claim that many other providers can only dream of.

### How do I contact someone if a maintenance issue arises?

You can report a maintenance issue online. Click on the tab on the homepage and fill out the maintenance form.

### Who can I contact for more information?

If you would like more information on maintenance agreements, please call 0844 4142030