

Terms and Conditions for Meridian Telephone System

Additional Terms & Conditions to be read in conjunction with Standard Terms and conditions

<http://www.nettelecom.uk.com/terms.html>

Meridian 61C Maintenance contract - No handsets in maintenance

PBX, Voicemail and Application Maintenance Only.

1. Voice Maintenance

1.1 System username and password log in details must be provided prior to commencement of agreement.

1.2 System remote access details i.e. Modem/DDI/IP Address must be provided prior to commencement of agreement.

1.3 All pricing is subject to change following site survey / first site visit / system remote access. 'TeamViewer' & 'LogMeIn' are not acceptable remote access methods.

2. Exclusions

2.1 Chargeable and Consumables

Items classified by the manufacturer as consumables are excluded from maintenance and replacement of such items is chargeable. Items considered to be consumable include, but are not limited to, the following

- Maintenance kit
- Damaged items (physical)
- Touch screens (membranes)
- Batteries
- Mice
- External keyboards
- Media (tapes/cd/dvd)
- Degaussed equipment
- Cables

2.2 Failures attributed to lightning strikes and/or local power outages are not covered by the maintenance agreement and remedial work will be chargeable.

2.3 This quotation excludes analogue handsets, DECT (cordless) handsets, software assurance, and any non-proprietary equipment (e.g., patch leads, mod taps, PC's, hubs, switches, headsets, third party applications).

2.4 The quotation excludes Solid State Disks and internal tape drives, these can be priced on request.

2.5 Unless specifically agreed otherwise, and detailed in the official quotation, software licensing, software support, software updates and software upgrades are excluded from maintenance. These options may be available at additional cost.

3. General

3.1 Maintenance - Costs provided are based upon a contract being awarded for the total number of systems listed within this quote. Any variation to the number of systems awarded may affect the individual system costs.

3.2 Maintenance – net:telecom communications services limited (NT) will make assumptions regarding configurations, etc., if sufficient system details are not available at the time of quoting. Costs may be adjusted should, at a later date, those assumptions prove to be incorrect.

3.3 Maintenance - NT may wish to undertake a site survey within two weeks of commencement of a contract. As part of the survey NT will require the cooperation of the user to provide access to equipment configuration details. If, during the site survey, any faults are found on the contracted equipment then a repair will be calculated on a 'Time and Materials' basis and will be chargeable to the customer subject to agreement. Full support cover will not commence until all pre-existing faults have been rectified.

3.4 Maintenance - NT requires four working weeks from receipt of a "Purchase Order for Remedial Maintenance Service" prior to the contract becoming operational (the "Commencement Date") in order to prepare fully by initiating a full audit of the whole or part of the end user installed base. If four clear weeks' notice cannot be given then NT will take on this contract on a "reasonable endeavours basis" for the first four weeks of the contract.

3.5 Maintenance – Equipment serial numbers are required for generation of a contract. Where software support or licensing agreements are in place, serial numbers MUST be provided. Failure to do so may affect NT' ability to support your product(s).

3.6 Maintenance – This quotation only includes items detailed in the equipment list.

3.7 Maintenance - Full site address(es) must be provided in order to set up the maintenance agreement(s).

3.8 Maintenance - ALL EQUIPMENT MUST BE IN FULL WORKING CONDITION AT CONTRACT COMMENCEMENT. ACTION REQUIRED TO RESOLVE ANY FAULT FOUND UPON COMMENCEMENT WILL BE CHARGED OUT AT STANDARD TIME & MATERIALS CHARGE.