onecom

Telephone System
Maintenance & Support Plan

Specialist teams

Onecom telephone system maintenance and support provides a fast and effective response to system failure, faults and damage, thereby minimising downtime and reducing any subsequent impact on your business.

Onecom has established a team of experienced, manufacturer-trained engineers that not only excel in terms of knowledge and professionalism but also contribute to the development of each brand platform on a continuous basis.

Rapid response

First-line support is delivered remotely allowing rapid access to your telecommunications system in order to undertake diagnostics and effect repairs and adjustments. In the majority of situations, remote access is sufficient to either completely rectify any malfunction or facilitate a temporary but robust work-around.

Should hardware need to be replaced or repaired, a site visit will be required. This will be scheduled as soon as possible, at a time convenient to you and your business.

Fault Rectification

	Standard	Standard+	Premium	Premium+
Support Profile	Telephone support, remote access and on-site	Telephone support, remote access and on-site	Telephone support, remote access and on-site	Telephone support, remote access and on-site
Support Times	08:30 - 17:30 Mon - Fri (excluding bank holidays)	08:30 - 17:30 Mon - Fri (excluding bank holidays)	365 days, 24/7	365 days, 24/7
Response Time				
Critical fault	1 hour	1 hour	1 hour	1 hour
Major fault	4 hours	4 hours	4 hours	4 hours
Minor fault	16 hours	16 hours	16 hours	16 hours
Completion Time				
Configuration change	Not included	3 days	Not included	3 days
Minimum term	12 months	12 months	12 months	12 months
Remote system configuration changes / enhancements	Not included	10 changes per month	Not included	10 changes per month
		Remote quarterly backups		Remote quarterly backups
		Out of hours resource for system upgrades		Out of hours resource for system upgrades

Fault Impact Classification

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Critical – 1 hour response	Major – 4 hour response	Low–End of next working day
• Full system failure Over 50% of the business is affected • Full auto-attendant/IVR failure • Full call recorder failure • Full contact centre failure	• Up to 50% of the business is affected (external calls/ voicemail) • Full desktop application failure (Phone Manager, MiCollab Client)	• Single user application failure • Locked out of mailbox/ password reset • User support and set-up issues • Faulty handset

Remote Access

Onecom's engineers will require remote access to your telephone system for the delivery of firstline support and system programming. Onecom can assist with remote access configuration if necessary.

The following overview outlines the minimum technical requirement:

Mitel Telephone System

Mitel MiVoice Office 250 - Network	Mitel MiVoice Business	Desktop Level Access
Port 44000 TCP > System LAN IP address Port 4000 TCP > System LAN IP address	TBC with Onecom Technical department	Remote desktop access via TeamViewer on CTI/ Application server

Further Information

For more information or to report a fault please contact Onecom using the below details:

T: 03333 445501
E: systemsupport@onecom.co.uk

Single MACs

All single customer MAC requests that require less than 1hr of engineering time to enact and complete within standard working hours 08:30 – 17:30 Mon – Fri, will be subject to a charge of £50 +VAT each, unless you have subscribed to a Managed Service contract (Standard+ or Premium+).

Any other request, which is not listed in the table below will be treated as Remote Engineering work.

All requests should be submitted to **_systemsupport@onecom.co.uk_**.

Work Description	Included in Remote Managed Service Contract
Extension Name Change	⭐
Extension Feature Change	⭐
New User Setup	⭐
New Handset Setup	⭐
Direct Dial Changes	⭐
Delete User / Handset	⭐
Voicemail Setup	⭐
Extension Divert	⭐
Main Number / Group Divert	⭐
Hunt / Ring Group - Manage Users	⭐
Change Music on Hold	⭐
System Admin – User Access	⭐
Silent Monitor	⭐

Remote Engineering

A sample of requests which are not considered a Single MAC are listed below. These requests will be scoped, costed and quoted against Onecom's Remote Engineering charges.

Please send your written requests to **_mitel.sales@onecom.co.uk_** and a member of the Account team will assess and quote accordingly.

Work Description	Included in Remote Managed Service Contract
System Software Upgrades*	⭐
Report Setup	-
Desktop Software Installation	-
Day / Night Setup	-
Deletion of Recordings	-
IVR Changes	-
ACD / Contact Centre Changes	-
Call Flow Changes	-
Written Instructions	-

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