



faces not numbers



Prices effective from 15th November 2010

Core System excluding applications, PC's and servers
Prices are based upon a cost per port, per annum.

Telephone System Maintenance
Recommended Retail Price List (exc VAT) per annum per port

Vendors	Maintenance Service Level (SLA)				
	Mon - Fri 0900 to 1700 with an 8 hour response	Mon - Fri 0900 to 1700 with a 4 hour response	Mon - Sat 0900 to 1700 with an 8 hour response	Mon - Sat 0900 to 1700 with a 4 hour response	365 days a year, 24 hours per day, 7 days per week
Siemens Hicom / HiPath	£19.65	£22.60	£23.59	£24.57	£29.48
Nortel BCM / Norstar	£19.65	£22.60	£23.59	£24.57	£29.48
Mitel 3300	£24.53	£28.21	£29.44	£30.67	£36.80
TSX50	£19.65	£22.60	£23.59	£24.57	£29.48
Ericsson / Aastra BP50 /250	£19.65	£22.60	£23.59	£24.57	£29.48
AVAYA IP Office / INDeX / Network Alchemy	£19.65	£22.60	£23.59	£24.57	£29.48
Panasonic all ranges	£19.65	£22.60	£23.59	£24.57	£29.48
Toshiba DK	£19.65	£22.60	£23.59	£24.57	£29.48
Plessey PKS 1 / PKS 2 / Octara / DXE	£19.65	£22.60	£23.59	£24.57	£29.48
BT Versatility / Micro / Inspiration / Revelation	£19.65	£22.60	£23.59	£24.57	£29.48
Samsung 7100 / 7200 / 7200 lite / DCS / Office serv 7200 /SKP308h	£19.65	£22.60	£23.59	£24.57	£29.48
GEC Monarch / Senator / Ambassador	£19.65	£22.60	£23.59	£24.57	£29.48
LG Goldstar GDK / GSX / LDK	£19.65	£22.60	£23.59	£24.57	£29.48
Splicecom / Alcatel	£38.13	£43.85	£45.76	£47.67	£57.20
Cost per Voice Mail user	£6.27	£6.76	£7.20	£8.17	£9.80
All other applications such as but not limited too, contact centre, CTI, Voice recording, Call logging, Unified messaging	POA				
Minimum contract value during normal hours	£395.00				

The above maintenance is based upon a price per port, per annum. A port being either an exchange line or extension.
These prices are valid up to a maximum of 125 ports. Configurations in excess of 125 are priced on application