



Applied Information Technology
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Phone System Service Plans

Effective 9/1/2014

BasicCare (Break/Fix Service)

- Technical support and service provided as problems are reported
- Per incident billing for parts and labor
- Dispatch priority level: LOW
- Minimum labor charge: 1 hour for on-site service, .5 hours for shop service, and .25 hour for remote support
- Billing for on-site service includes travel time to the site
- Labor rates: \$180/hours weekdays, 9 AM to 5 PM; \$225/hour weekdays, 5 PM – 9 PM; \$275/hour at all other times
- Parts priced at cost plus + overhead + 15%
- No minimum service commitment

TotalCare (Proactive, Managed Service)

- Local parts stock (eliminates downtime while waiting for replacement parts to be shipped from the manufacturer)
- Routine updates and programming changes (new user adds/deletes, extension changes, etc.)
- No charge for in-warranty repairs
- Regular PBX software upgrades
- System backups
- Free loaner equipment in the event of covered equipment failure
- Dispatch priority level: HIGH
- Guaranteed response times for support requests
- Vendor management
- Billing for uncovered, on-site service includes travel time to the site
- Parts priced at cost plus + overhead + 5%
- Labor rates for services not listed above: \$125/hours weekdays, 9 AM to 5 PM; \$180/hour weekdays, 5 PM – 9 PM; \$225/hour at all other times
- Monthly service fee based on equipment profile. 1 year minimum service commitment