Hosted Maintenance

FREE replacement handset, remote programming & on-site assistance

Hosted Maintenance

This service which is chargeable operates to provide free remote programming, and in the event of a handset fault or failure, a free replacement or on-site assistance. These terms aim to outline the limitations of this service.

1. This service operates on a per user basis.

2. Should the original make and model of the handset not be available we will supply a similar specification.

3. Handsets damaged by a user are not covered.

4. Our programming includes only basic configuration.
   Any complex configuration carried out by Connect it will be chargeable.

Cost of the Service

The charge for this service is £1.95 per user per month.

For customers who do not have Hosted Maintenance the following charges apply;
Remote assistance for required changes to your system will be charged at £45.00 per hour.
A handset replacement is £145.00. On-site assistance will be charged at £195.00 for the first hour & £60.00 per hour thereafter.

Connect it
COMMUNICATION MADE SIMPLE

0345 688 5122
www.connect-it.co