



ACT SERVICE TARIFF

SYSTEMS			
Code	Description	PRICE	
		OmniPCX Office	OmniPCX Enterprise
SYS01	InstallPlus package	12% of hardware value, min £500.00	12% of hardware value, min £1000.00
SYS02	System Engineer 1/2 Day	£180.00	£260.00
SYS03	System Engineer 1 Day	£350.00	£500.00
SYS04	Applications & Bespoke Inst. 1/2 Day	£220.00	£320.00
SYS05	Applications & Bespoke Inst. 1 Day	£400.00	£600.00
SYS06	System Engineer Saturday	£14.00 premium per hour	£22.00 premium per hour
SYS07	System Engineer Sunday	£20.00 premium per hour	£28.00 premium per hour
SYS08	Service Visits (Inc 60 mins onsite)	£80.00 plus £20.00 per 1/2 hr thereafter	£120.00 plus £30.00 per 1/2 hr thereafter
SYS09	Remote Access Service (Maintained)	£30.00 per 1/2 hr session	£30.00 per 1/2 hr session
SYS10	Remote Access Service (Non-Maintained)	£60.00 per 1/2 hr session	£60.00 per 1/2 hr session
SYS11	User Training 1/2 Day	POA	POA
SYS12	User Training 1 Day	POA	POA
SYS13	Admin Training 1 Day PM5 / OMC	POA	POA
SYS14	Admin Training 1 Day 4760	POA	POA

CABLING		
Code	Description	Price
CAB01	Callout including 60 mins onsite	£80.00 plus £20.00 per 1/2 hr thereafter
CAB02	New Socket Installation	£80.00 for First Socket plus £40.00 for each subsequent socket
CAB03	Cabling Projects	POA

SERVICE CONTRACTS			
Code	Service Level	Summary of the cover	% of system list cost
MC10	Advanced 24 x 7	Classic Cover 24 x 7 * Geographic and system restrictions may apply	21
MC09	Advanced 4 Plus	Classic Cover 12 x 7 * Geographic and system restrictions may apply	17
MC08	Advanced 8 Plus	Classic Cover 12 x 7 * Geographic and system restrictions may apply	15
MC07	Advanced 4	Classic cover 8am to 8pm	13
MC06	Advanced 8	Classic cover 8am to 8pm	11
MC05	Classic 4	Remote Access + On site Labour + Hardware cover	10
MC04	Classic 8	Remote Access + On site Labour + Hardware cover	8
MC03	Comfort 4	Remote Access + On site Labour	7
MC02	Comfort 8	Remote Access + On site Labour	5
MC01	Assist 8	Remote Access only with SLA	3

All prices exclude vat