



IDEA PBX
infinite possibilities

Advanced Maintenance Plan

PBX

Description

Existing Hardware

Replacement of failed PBX
(Excludes, tampering, negligence, or theft)

Software upgrades

Software upgrades to include additional features included in new software releases

System Backups

Monthly system back up of PBX configuration

Moves/Changes

Changes to features or users configuration.
Labor only, excludes hardware charges.

HANDSETS

Existing Handset replacement (When purchased from Huntleigh)

Idea PBX Spare handset lent temporarily,
and installed Immediately.

Huntleigh will expedite replacement of warrantied handsets owned by customer.

Existing Handset re-configuration and installation (labor only)

Huntleigh will re-configure handsets
and install them accordingly.

TRAINING

Training Off-Site

Huntleigh Tech will hold training sessions on a regular basis and customers may attend at no charge. Training via telephone will be available during office hours.

Training On-Site

On-site (5 five days notice) training of new employees or existing users.

With a maximum of two hours per scheduled session,
and 2 session per month

SERVICE CHARGE

The plan is included at no additional charge with all managed Idea PBX office phone systems.



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