

What is Non Chargeable & Chargeable under Annual Maintenance

Non Chargeable

- Any of the following hardware/software failures:
- Voicemail auto attendant
- Call log-in
- Call diversions
- Call recording
- General software problems or failures. Software upgrades for bug fixes and failures (within working hours only).
- Door entry systems - if installed by Broadgate
- GSM Gateways - if installed and scheduled under our maintenance contract
- Headsets – if installed and a supplied by Broadgate
- Conference Units – If installed and supplied by Broadgate
- Time/Date changes

Chargeable

- Cat5e cabling and block wiring not installed by Broadgate
- Equipment damaged by lightning or faulty power
- Handsets damaged by either misuses of liquid spillage
- Programming changes
- Any works undertaken outside normal contract coverage times
- Tapi (Computer telephone integration) changes
- Feature cards
- Powers supplies
- Handsets
- Curly cords
- Line cords