



Chargeable Engineering Rates 2019

In Business Hours* Monday – Friday, 9am to 5pm (excluding public holidays)	
Remote Work	£55 per half hour
Call Out	£250 incl. 1 st hour, £150 per half hour thereafter
Half Day	£370
Full Day	£560

Out of Hours* Monday – Friday, 5pm to 9am. All day Saturday	
Remote Work	£85 per half hour
Call Out	£350 incl. 1 st hour, £185 per half hour thereafter
Half Day	£555
Full Day	£840

Sundays and Public Holidays*	
Remote Work	£110 per half hour
Call Out	£500 incl. 1 st hour, £300 per half hour thereafter
Half Day	£740
Full Day	£1,120

*Please refer to your maintenance agreement to confirm the exact level of coverage you have, as some agreements do not include some or all out of hours' coverage.

All our maintenance customers benefit from free programming. If you require small changes to be made to your phone system (less than 15 minutes work), we will do it for free via our remote diagnostics facility.

The contract does not provide cover for any damage caused by electrical surges and lightning or replacement batteries and/or capacitors for system programming memory storage or if required for the operation of any telephones.

Unless otherwise stated on the agreement, the contract does not provide cover on internal or external cabling networks, either standard or structured or analogue telephones (including DECT- cordless), answering machines, headsets and/or peripherals.

Response and clearance times are continually monitored to ensure reported faults are cleared within the contracted time. In the event of 30% (or more) of system/equipment failure, the reported fault will be defined as a 'major system failure' and we will reduce our response time as much as possible.