



Telephone System Maintenance & Support Plans

Specialist Teams

Onecom telephone system maintenance and support provides a fast and effective response to system failure, faults and damage, thereby minimising downtime and reducing any subsequent impact on your business.

Onecom has established a team of experienced, manufacturer-trained engineers that not only excel in terms of knowledge and professionalism but also contribute to the development of each brand platform on a continuous basis.

Rapid Response

First-line support is delivered remotely allowing rapid access to your telecommunications system in order to undertake diagnostics and effect repairs and adjustments. In the majority of situations, remote access is sufficient to either completely rectify any malfunction or facilitate a temporary but robust work-around.

Should hardware need to be replaced or repaired, a site visit will be required. This will be scheduled as soon as possible, at a time convenient to you and your business.

Fault Rectification

| | Standard | Standard + | Premium | Premium + |
|--|--|--|--|--|
| Support Profile | Telephone support, remote access and on-site | Telephone support, remote access and on-site | Telephone support, remote access and on-site | Telephone support, remote access and on-site |
| Support Times | 08:30 - 17:30 Mon - Fri (excluding bank holidays) | 08:30 - 17:30 Mon - Fri (excluding bank holidays) | 365 days, 24/7 | 365 days, 24/7 |
| Response Time | | | | |
| <i>Critical fault</i> | 1 hour | 1 hour | 1 hour | 1 hour |
| <i>Major fault</i> | 4 hours | 4 hours | 4 hours | 4 hours |
| <i>Minor fault</i> | 16 hours | 16 hours | 16 hours | 16 hours |
| <i>Configuration change</i> | Not included | 3 days | Not included | 3 days |
| Minimum Term | 12 months | 12 months | 12 months | 12 months |
| Remote system configuration changes | Not included | 10 changes per month | Not included | 10 changes per month |



Fault Impact Classification

Critical - 1 hour response

- Full system failure
- Over 50% of the business is affected
- Full auto-attendant/IVR failure
- Full call recorder failure
- Full contact centre failure

Major - 4 hour response

- Up to 50% of the business is affected (external calls/voicemail)
- Full desktop application failure (Phone Manager, MiCollab Client)

Low - End of next working day

- Single user application failure
- Locked out of mailbox/password reset
- User support and set-up issues
- Faulty handset

Remote Access

Onecom's engineers will require remote access to your telephone system for the delivery of first-line support and system programming. Onecom can assist with remote access configuration if necessary.

The following overview outlines the minimum technical requirement:

Mitel Telephone System

Mitel MiVoice Office 250 - Network

Port 44000 TCP > System LAN
IP address
Port 4000 TCP > System LAN
IP address

Mitel MiVoice Business

TBC with Onecom Technical
department

Desktop Level Access

Remote desktop access
via TeamViewer on CTI/
Application server

Further Information

For more information or to report a fault please contact Onecom using the below details:

03333 445501
systemsupport@onecom.co.uk