



## Telephone Maintenance Guidelines

Connaught provides service and support for your telephone system when you have a pre paid service agreement.

### Contracts

Your contract is renewable annually and runs for 12 months from date of installation. It will be automatically renewed unless you instruct us not to.

### Level of Cover

Support is available Monday to Friday from 8.30am to 5.00pm (excludes public and bank holidays). Connaught will respond to the fault by telephone, remote diagnostics or site visit by an engineer between the above times.

If you subscribe to any of our telephone calls and line rental packages you can contact our 24/7 support service at any time of the day or night. Simply dial 0121 311 1010 and follow the menu options to access the service.

### Response Times

Connaught will respond and rectify 95% of all faults with 16 working hours.  
System failure - response time 4 hours.

### What is included in the Contract?

- Unlimited service call outs.
- Faulty parts replaced under contract. These include:
  - Central Control Unit
  - Software
  - Telephones\*
- Equipment will be replaced under fair wear and tear guidelines and excludes vandalism, customer damage and Acts of God. Failures or damage due to electric power disruption will not be covered under contract. We would strongly recommend that you protect your equipment from power related problems by fitting a suitable Uninterruptable Power Supply. Call us if you need help or advice with selecting the correct product.

### Customer Support Hotline

Connaught also offers a customer support line to provide help with customer queries/basic programming support. You will receive upto 60 minutes free remote programming time per renewal year. After this time, programming will be chargeable as follows:

- Upto 15 Minutes - £25
- Upto 30 Minutes - £50
- Upto 45 Minutes - £75
- Upto 60 Minutes - £100

If you have any further queries, please do not hesitate to contact 0121 311 1010.

\* There may be a limit on the number of telephones replaced - please check your contract.

**To Report a Fault Call 0121 311 1010 or**  
email [support@connaughtltd.co.uk](mailto:support@connaughtltd.co.uk)