



## **1. Remote Programming**

### **A free service offered to NEC ISDN customers**

Any changes to the programming of the telephone system e.g. name changes, ring group changes etc. will be carried out free of charge at a time no later than 5 working days after notification by the customer. It would be helpful if a working document is produced and e-mailed to [service@armstrongbell.co.uk](mailto:service@armstrongbell.co.uk) with all the changes listed.

## **2. Handset Faults**

Telephone support will be provided to clarify the nature of the fault. If a handset or keystation is faulty we may ask for it to be sent to us for repair or replacement with a handset of similar age or younger. If the handset appears to have been abused or sustained damage (inc. water damage) in any way other than normal wear and tear the replacement/repair will be chargeable.

## **3. System Faults**

Telephone support and remote maintenance will be provided immediately to attempt repair on any faults that may arise. Site visits for non-urgent faults will be no longer than 24 working hours (8 hour days).

## **4. System Crashes/Major Faults**

Immediate telephone support and remote maintenance will be provided to attempt the repair on any major faults that may arise.

Site visits for urgent faults will be as soon as possible and no longer than 8 working hours from the time of the first call.

## **5. Faults arising from external sources**

Should the system sustain damage from an external source i.e. Lightning, Water, Structural or any other form of external influence, the cost of repair to the system and/or system components will be chargeable. Every attempt will be made to minimize the cost of the repair.

## **6. Wiring Faults**

Wiring faults are not covered unless specifically stated in the contract.

***Our statement to you as a valued customer will be to endeavour to meet or exceed your requirements and treat you, with honesty, respect, thoughtfulness, courtesy and professionalism.***