



Maintenance Contract - Service & Support

What would a Maintenance Contract give us?

A Maintenance Contract with DSM allows our customers to get on with the running of their business, knowing that should there be a failure with any part of the telephone system there is an experienced engineer ready to solve the problem. Our dedicated Helpdesk engineers are ready to assist, giving advice, solving problems and whenever necessary arranging engineers to visit site.

Levels of Cover

Two levels of Service Contract are available to suit the needs of your business:

Standard Service

Monday to Friday* - 0830 and 1700

* Excluding bank holidays

Premier Service

24/7 cover*

* Excluding Christmas Day



What is covered?*

- Access to the DSM Helpdesk - including remote diagnostics
- Replacement of NEC equipment and associated labour costs
- Fault reporting and follow up to line provider
- Engineers visit to site when necessary

* Please refer to Maintenance Contract Terms & Conditions for full details and exclusions



Service Levels

DSM has a target time of 4 hours for responding to major faults with a fix time of 16 hours. Urgent system-critical faults always get priority.

DSM customers also have the option of adding remote programming to your contract, allowing modifications to be made to mirror the changes as they happen within your business.

The partnership that DSM has with BT as a Value Added Reseller enables our engineers to report faults that may occur with your BT lines and obtain up-to date information directly to keep you informed as checks and repairs are made.

We promise to

- handle your call using knowledgeable and experienced staff on our Helpdesk
- give a 4 hour response with a target of 16 hours to fix
- carry out remote system changes within 5 working days
- give straightforward advice and solutions
- give priority to system failures and major faults
- give one point of contact and make it easy to use our services
- treat all our customers as we would wish to be treated

■ **DSM – business telephone system maintenance** ■