


Ocean Cloud Support Plus



Cloud Support Plus, on-site assistance and all related equipment covered

This service operates to provide customers complete peace of mind in the administration of their hosted service. The Service includes free remote programming, and in the event of a fault or failure on the system, all related hardware is covered, as well on-site engineering assistance where required.

1. This service operates on a per user basis.
2. Access to our highly trained team of engineers.
3. Faulty handset replacement.
4. 4 hour response for a major fault (Monday to Friday, 9am to 5:50pm)
5. Our programming includes all basic configuration. Any complex configuration carried out by Ocean may be chargeable at the discretion of the company.

Cost of the Service

The charge for this service is just **£2.95** per user per month. To find out more about Support Plus, contact your account manager on **01284 771555**.

For customers who do not have Hosted Maintenance the following charges apply; Remote assistance for required changes to your system will be charged at £45.00 for the first half hour and £35 for each half hour, or part thereof thereafter. A handset replacement is charged at the retail price at the point at which a replacement is required. On-site assistance will be charged at £145.00 for the first hour & £55.00 per hour, or part thereof thereafter.