



## SERVICES DESCRIPTION – ENGINEERING SERVICES FOR NON MAINTAINED CUSTOMER EQUIPMENT

### 1.0 INTERPRETATION & ADDITIONAL DEFINITIONS

1.1 Unless the context otherwise requires, terms and phrases defined in the General Terms & Conditions and the Services Order Form will have the same meaning when used in this Services Description.

1.2 In addition to Paragraph 1.1, the terms and phrases provided below will have the same meanings when used in each of the General Terms & Conditions and the Services Order Form:

**“Non Maintained Customer Equipment”** means Customer Equipment no longer supported by MT and where Customer Equipment Maintenance Services are no longer available.

### 2.0 ADDITIONAL INFORMATION – ENGINEERING SERVICES FOR NON MAINTAINED CUSTOMER EQUIPMENT

2.1 For the avoidance of doubt, the Engineering Services are described in more detail below:

(a) The Engineering Services for Non Maintained Customer Equipment shall be comprised of the following elements:

Re programme the system to amend:

Date and time

Hunt group and pickup group

System call diversions

Extension class of service

Dial plan amendments

(b) For the avoidance of doubt, the Engineering Services for Non Maintained Customer Equipment **shall not** include the following elements:

Fault fix

Replace faulty hardware

Complete maintenance acceptance tests

Installation of any new hardware

Software updates or bug fixes

Relocate system

Or any other work not listed in (a) above

By signing the Services Order Form the Customer fully understands and agrees that MT undertake to carry out the work detailed therein at the Customer's own risk to the Non Maintained Customer Equipment. If, as a result of the Engineering Services being undertaken, the Non Maintained Customer Equipment generates a fault or fails to work in the way anticipated by the Customer then MT accept **no** liability for these failures.