

## Overview

Having invested in a voice or data network (whether traditional or IP) you will want peace of mind that your network is supported by a team of highly qualified engineers. Manx Telecom can provide just that via our comprehensive support service which combines traditional maintenance, technical support, and professional services.

## Explained

Manx Telecom Maintenance Cover offers flexibility in the configuration of support arrangements, and allows the customer to tailor the service to their specific needs.

## Target Market

- All businesses.

## Features

- Offers access to a dedicated Service Centre providing 24x7x365 point of contact for all technical help and advice, fault reporting, etc
- Offers maintenance for all infrastructure; covering equipment from just one vendor, through to multi-vendor systems and networks.

## Business Benefits

- Delivers reliable, cost effective support solutions
- Access to world-class engineering expertise
- Reliable, swift, and effective response to faults.

## Why Manx Telecom

Manx Telecom is the Isle of Man's largest telecommunications and Internet provider, offering the full range of fixed line, mobile and data services to consumers and businesses.

Manx Telecom has developed a portfolio of services which provide businesses with the tools necessary to increase productivity, reduce costs, and win and retain customers.

## summary

Feature	Description	Explanation
Business	4 hour response Monday to Friday	Offers support services for equipment in your data or telephony network. This service provides repair and replacement services with a 4 hour response, Monday to Friday between 8am and 6pm, but excludes weekends and Bank Holidays. Your support contract will cover both hardware and software faults
Premier	4 hour response 24x7x365	Offers support services for critical equipment in your data or telephony network. This service provides repair and replacement services with a 4 hour response 24 hours a day, 7 days a week, and 365 days a year. Your support contract will cover both hardware and software faults
Executive	2 hour response 24x7x365	Offers our highest level of support services for critical equipment in your data or telephony network. This service provides repair and replacement services with a 2 hour response 24 hours a day, 7 days a week, and 365 days a year. Your support contract will cover hardware and software faults
Pricing	Call our specialist corporate sales team	Prices depend on the level of cover required and the components covered
Contract	12 months minimum	There is a minimum contract term of 12 months
Support	Tel: 624 624 Email: servicecentre@manx-telecom.com	Faults in the service can be reported 24x7x365
Complementary Services	Bundled Engineering Support, Call Logging, Call Response, Disaster Recovery, On Hold Marketing, Voice Recording	With the largest team of highly accredited engineers on the Island, we have solutions and products to help your business grow

Contact: Tel: 624 624; Email: sales@manx-telecom.com  
For expert advice or information give us a call or email.

## manx telecom

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