



**COMMUNICATIONS  
CENTRE**

## **Benefits of Samsung Priority Service Agreement (PSA)**

### **Telephone System**

- **All Samsung Parts and Labour are Covered**

In the event of a Samsung telephone system fault, the technician call out fee, hourly charges and all telephone system parts are covered at no expense to the customer during normal business hours.

- **Highest Priority during our busy times**

Samsung PSA clients always remain at the top of our call out list, ensuring that our clients are always attended to with the highest priority.

- **Unlimited Remote Programming & Help Desk**

All PSA clients have access to our help desk & free remote programming updates. This allows us to quickly make programming changes as you require them, and as often as you require them without a technician having to attend site.\*\*

- **System Programming Backups**

Our Remote desk technician or a technician that attends your site to make substantial programming changes will take a complete back up of your telephone system programming. Programming back ups may also be taken periodically through out the year, this will allow us to quickly restore your system programming in the event of programming loss.\*\*

- **Call Out Fee and Hourly Rate**

Any adds, moves or changes you request will be carried out at discounted labour rates of \$160.00 to \$180.00 Call out ex GST, including the first 30 minutes on site then \$108.00 ex GST per hour charged in 30 minute blocks plus any parts. As a PSA customer work requests from you will always be treated as a priority over non PSA customers.

## A Quick Comparison

### Samsung Customer Service Agreement – Emergency System and Cards Cover

1. Complete parts & labour cover on your Samsung Telephone System in the event of a fault.
2. Free Remote Programming and Help Desk access.
3. Highest priority client, with an average response time of 2 hours for faults.
4. Discounted call out fee and hourly rate for requested additional works.

Compared to:-

### Standard Customer

1. Melbourne & Sydney CBD call out fee for faults including first 30 minutes on site (waived if customer can provide parking, Standard call out fee will then apply): \$230.00 ex GST
2. Standard call out fee for faults including first 30 minutes on site: \$190.00 ex GST
3. Labour per hour there after: \$120.00 ex GST
4. Remote Programming per 30 minutes: \$ 80.00 ex GST
5. Help Desk per 15 minutes: \$ 46.00 ex GST
6. Plus the RRP of any parts required to rectify a system fault: \$POA

Whilst technological improvements have made digital communication systems reliable, faults are unpredictable. It is for this reason that a Samsung Business Communications Priority Service Agreement is essential for the protection of your businesses most valuable asset, the link to your customers.

It should make sense to continue to protect your system from those unexpected emergencies and financial surprises.

\*All pricing is subject to change without notice

\*\*If your Samsung business telephone system is equipped with a remote programming facility (modem or VPN access), this facility can be used for any re-arrangement or reconfiguration that is possible using the remote facility of the Samsung business telephone system during the term of the Agreement. NB:- Some features are not programmable remotely, if a site visit is required charges will apply as per the PSA Service Call Out & Hourly Rates schedule. If Modem or VPN access can't be provided by your company you forfeit remote programming and remote diagnostics. However Help Desk access still applies.

## Samsung Communications Centre - Melbourne

