

Comtel's Telephone System Support Agreement

Why Do You Need It?

When your phones stop working, it can be a very stressful and traumatic event. It impedes your business and can stop voice and EFTPOS communication. A Comtel Support Agreement guarantees we will have your equipment in working order in a set time.

For over 30 years Comtel have been supporting our clients successfully and here is what I can tell you.

If a storm has damaged your system, it is safe to assume that you are not alone and there will be other businesses in a similar predicament. Comtel has depth. Because we keep hundreds of spare parts and we have a dozen qualified technicians, we can ensure that our customers are looked after quickly by repairing many sites in a short period of time. Where would you be with your current provider in such a situation? Or if they're sick, on holiday or just out of town?

Plus, as software updates are released, we will apply them under the Agreement, so you always have the newest fixes and features. If the hardware needs to be upgraded or changed for the update, we will do that too!

This may be the last phone system you'll ever buy because it will always be the latest equipment.

All of your programming changes and requirements - covered.

All of your training - included.

If you have any issues at all with the equipment or usage - call Comtel and we will look after it.



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What does it cover?

- Guaranteed response time of two working hours. 8 business hour rectification times for critical fault plus travel time.
- Help Desk Support
- Access to Critical Spare parts. Comtel keep parts & systems for our maintenance customers. And if we need to use a new part off the shelf, you get that too!
- Extension of manufacturer's warranty plus travel and labour to support it.
- All labour for maintenance faults, repairs, and programming changes.
- All software updates and the labour and hardware to support it.
- Access to After Hours Support
- All training and questions
- Discounted labour for all new work
- All travel
- Annual Preventative Maintenance Check

What doesn't it cover?

- Electrical surge, vermin or liquid. We will fix it within response times but you will be invoiced for payment. You will need to make an insurance claim.
- Loss or deliberate damage
- Electrical or carrier service to your building and system