

<b>PROFESSIONAL SERVICES</b>		
<b>MAC (MOVES, ADDS &amp; CHANGES)</b>		
Upgrades, Modifications, Alterations and Attachments to Equipment For all MAC (move, add, change) work and repair issues, please call 647-745-0848 Service Modifications (such as adding another user) are subject to the same terms and conditions as the original contract and are renewed concurrently with the original contract.		
Troubleshooting Internet / Phone / Line Issues (see troubleshooting guide)	NONE	
<b>CHARGABLE TVM MAC Type</b>	<b>One-Time Charge</b>	<b>Monthly Charge</b>
Reset Password (per User)	10.00	
Queue User (ACD)	25.00	\$10.00
System Call Forward (each DID)	25.00	\$20.00
New Users - INSTALLATION	65.00	
Site Visit (to install Polycom or Headset)	150.00	
Per User Software CHANGE - Remote, where NO Site Visit is required.	25.00	
Per User Software/Hardware CHANGE - Site Visit is required.	150.00	
User Station DELETE - with Epik required to pick up phone set	150.00	
User Station DELETE - User is required to ship the phone back to Epik.	50.00	
Hourly Labour - ON-SITE (min 1 hr. charge)	150.00	
DID's - ADD/DELETE/PORT/Install (each NUMBER) w/ directory listing	\$5 each / Min \$50 Charge	\$3.00
DIRECTORY LISTING - Add to existing DID	65.00	\$6.00
DID Vanity search	50.00	
CAT5 Cable INSTALL (PER STATION RUN)	ICB	
Data 12 port patch panel	ICB	
Data 24 port patch panel	ICB	
Data Rack	ICB	
Single Jack	12.00	
Double Jack	18.00	
25' Line Cord	19.00	
Power Supply (CUBE)	25.00	
<b>ADVANCED TROUBLESHOOTING</b>		
Cisco Switch Configuration / Troubleshooting	\$150 / HR	
Phone / PC connectivity issues		
Verify / Replace faulty cabling		
PBX AND KSU User Station MOVE - using existing cable & jack (if cable and/or jack is required, extra charges will apply)	\$	
<b>CHARGABLE LAN IT / DATA / INTERNET MAC Type</b>	<b>Charge</b>	
<b>Hourly (min 1/2 hour charge)</b>		
<b>Professional Services</b>		
Troubleshooting Customer Firewall (blocked ports)		
Speed Tests		
Email forwarding		
DNS resolution	\$200 /HR	
The following rates apply for customers work that is requested to be performed outside of business Monday to Friday after 5:00 p.m. and before 9:00 a.m. Sat. Sun. & Holidays -- Rate = \$175.00 per hour These charges are FIRSTCLOUD's price to complete MAC work.		