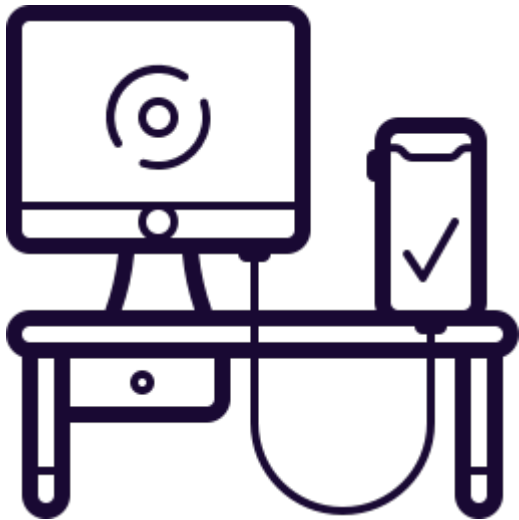


PriorITel

PriorITel agreements provide tailored maintenance and support coverage for one or all of the following Business areas:
Telephony, IT, Video Conferencing, Electrical and Data Cabling.





You are insured for a minimal loss of communications therefore minimising any loss of business.



A PriorITel Maintenance Agreement is like an insurance policy with extra benefits



We hold critical spares for your system in our office or onsite



3-Hour response time

PriorITel Benefits

A PriorITel Maintenance Agreement is a 12-month maintenance and support agreement providing you with the following assurances and benefits;

12-month parts and labour warranty – provision of all labour and resources to maintain the ongoing functionality of the equipment, including replacement of components parts, assemblies and sub-assemblies requiring replacement due to normal wear and tear.

Priority Service – PriorITel clients receive priority over non-PriorITel customers for on-site services and remote services.

Premium Response Times – Three hour response for any total system failure or main operator console failure causing deVere distribution to the operation of the system. Next business day response for all other faults as deemed non-urgent. These response rates apply for service issues logged between the hours of 8am and 6pm Monday to Friday, excluding public holidays.

Installation Grace period – Streamline your system configuration with unlimited remote system programming changes during the two months following installation.

Complimentary service and training vouchers – You will receive vouchers to use for purchase of service calls or training sessions. To ensure your staff maximise use of your telephone systems, complimentary training sessions will be provided during the year of the maintenance contract. The quantity of vouchers you receive is tailored to your agreement.

Complimentary remote changes – You will receive a nominated number of complimentary remote changes. The quantity of changes you receive is tailored to your agreement.

Complimentary Handset servicing – An annual handset service will be carried out on behalf of Evotec. Handsets will be cleaned and checked, and labels printed and replaced where required.

Discounted service rates – Any additional work performed that is not covered by PriorITel maintenances is discounted

Discounted remote change rates – Remote changes will be charged to PriorITel customers at a discounted rate.

Loan handsets – Should the occasion arise when a fixed or digital cordless handset required repair, PriorITel customers will receive complimentary loan equipment.

PriorITel Examples



A component failure stops your phones from working

This would be fully covered.

- We would respond within 3 hours
- We would replace the faulty component (Power Supply. CPU card)
- Parts and Labour is included
- You would be back to operating within a few hours
- You would have minimal loss of sales and service business.



A lightening strike brings your phones down

This would be partly covered.

- We would respond within 3 hours
- We would replace the faulty component (Power Supply / CPU card)
- This would be charged to you and you would make a claim on your insurance.
- You would be back to operating within a few hours
- You would have minimal loss of sales and service business.



A power surge from a power disruption or failure damages your phone system
This would be partly covered.

- We would respond within 3 hours
- We would replace the faulty component (Power Supply / CPU card)
- This would be charged to you and you would make a claim on your insurance
- You would be back to operating within a few hours
- You would have minimal loss of sales and service business.

About us

With a portfolio unequalled in its breadth and flexibility, over 30 years' experience and three national offices, Evotec are committed to designing, implementing and supporting innovative technology solutions based on the unique requirements of your business.

Contact Us

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- 02 9565 7233

Our offer

- [National Customer Service access](#)
- Certified Engineers and Field techs
- [Post Sales Service](#)
- [Fully Managed Accounts](#)