



Time and Materials Support Services

M&C Associates offers maintenance support services for the Nortel MPS, VPS and Avaya Voice Portal platforms with multi-tiered offerings to meet our customers service needs.

Customers can choose from annual service plans, including **Gold** (9 hours, 5 days per week) and **Platinum** (24 hours, 7 days per week).

In some cases, based on customer requirements, we provide maintenance services on a time and materials basis.

A purchase order for a minimum of 4 hours is required before any triage is performed.

Once the service issue is triaged, M&C will supply a summary of the cost of parts that need to be repaired or replaced, including the estimated time and expenses.

A new purchase order will be required that covers the cost of the highest priced part, plus the estimated labor cost and expensed to perform the work.

For more information, contact us at 631-467-3375



Rates

Labor	
Weekdays (M-F 9:00am to 5:00 local time)	\$350.00 per hour (4 hour minimum)
After Hours, holidays and weekends	\$500.00 per hour (4 hour minimum)
Travel time will be billed at ½ of the above rates based on actual hours. Travel expenses will be billed as actual.	
Parts	
All parts will be billed per Avaya/Nortel published pricing for replacement parts.	
Response time	
All calls will be replied to within 60 minutes of your initial call. Field engineers (if required) will be dispatched on a priority basis. Contract customers are served first and non contract customers are served on a first come first served basis.	

