



Move, add and change services (MACS)

Fixed costs, guaranteed quality and timely delivery

To effectively support business operations, organisations must make ongoing adjustments to their communications infrastructure and ensure it is fit for purpose. This often involves moving, adding or changing (MAC) equipment, extensions, user set-up and configuration, lines or obsolete components.

Maintel's experience has led us to develop the services, tools and resources necessary to easily resolve any MAC issues surrounding our customers' communications infrastructure.

The MAC pack solution simplifies the management and execution of changes to a customer's communications infrastructure. Bundling MACs into a packaged solution means they can be rapidly executed, maximising business continuity, minimising risk and maintaining complete transparency.

- **Remove risk** – Maintel technicians deliver remote and on-site changes to guaranteed standards and within preset timescales.
- **Control cost** – purchase tokens in advance and use them when you need them – no need for purchase orders or complex authorisation.
- **Retain control** – see what you've used and top up whenever you like
- **Optimise your resources** – Maintel's MACS gives you access to scalable, fully qualified resources when you need them, saving you time and effort. MAC packs ensure customers have access to the right skills in a timely manner, always supported by contractual SLAs.

MAC pack bundles include the following services:

- Maintel engineers executing remote MACs
- Tokens for tracking MACs
- Valid for a variety of services and technologies
- SLAs to ensure performance and quality.

Service definitions

Standard changes

Standard changes are defined as remote system configuration changes that take two hours or less and do not impact service delivery. This can include:

- User changes – new user set-up, configuration changes and deletions
- Repeatable, simple changes that are predefined and can be executed during normal business hours
- New DDI and extension set-up
- Basic network configuration changes.

Non-standard changes

More complex, non-standard changes and changes requiring on-site engineering resource will also be managed by Maintel on a chargeable basis. This could include requests such as:

- MACs that require execution outside of normal business hours
- Onsite consultancy or engineering work
- Equipment moves or installations
- Provision of new functionality
- Compliance and audit activities
- Bulk changes, where the work cannot be completed with 2 hours of configuration time

- Complex network changes
- Areas where any business impact or loss of service is identified.

MAC pack options

MAC packs are available in the following packages:

MAC pack option number of MAC	Tokens included
MAC pack 25	25
MAC pack 50	50
MAC pack 100	100
MAC pack 200	200

For remote MAC packs:

One token = 30 minutes technical effort during normal working hour, or one token = 15 mins technical effort outside of normal working hours.

MAC tokens are valid for 12 months from date of purchase and are only applicable while an appropriate Maintel support contract is in place.

Change management service levels:

- Standard changes will be implemented within one working day of request
- Non-standard changes will be handled on a case-by-case basis. However, Maintel will acknowledge the request within one working day and will typically respond with scope and costs within five working days.



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