



**Professional Services**  
**MACD (Moves/Adds/Changes/Delete)**

Upgrades, Modifications, Alterations and Attachments to Equipment

For all MAC (move, add, change) work and repair issues, please submit a ticket online via Epik Ticket Portal at <http://support.epikip.net> or <https://tickets.epiknetworks.com>. 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)**

NO CHARGE

| Chargeable MAC Type   | One-Time Charge            | Monthly Charge |
|---|----------------------------|----------------|
| Reset Password (per User)   | \$10                       |                |
| Queue User (ACD)  | \$25                       | \$10           |
| Call Forward User (each DID)  | \$25                       | \$20           |
| New Users - INSTALLATION  | \$65                       |                |
| Site Visit (to install Polycom or Headset)  | \$175/hr                   |                |
| Per User Software CHANGE - Remote, where NO Site Visit is required.   | \$25                       |                |
| Per User Software/Hardware CHANGE - Site Visit is required.   | \$175/hr                   |                |
| User Station DELETE - User is required to ship the phone back to Epik.  | \$50                       |                |
| Hourly Labour - ON-SITE (min 2 hr. charge)  | \$175/hr                   |                |
| DID's -ADD/DELETE/PORT/Install (each NUMBER) w/ directory listing   | \$5 each / Min \$50 Charge | \$3            |
| DID's - ADD (416 NUMBER)  | \$50                       | \$5            |
| DIRECTORY LISTING - Add to existing DID   | \$65                       | \$6            |
| DID Vanity search   | \$50                       |                |
| CAT5 Cable INSTALL (PER STATION RUN)  | Quote required             |                |
| Data 24 port patch panel  | Quote required             |                |
| Data Rack   | Quote required             |                |
| 25' Line Cord   | \$19                       |                |
| Power Supply (CUBE) *price changes based on availability  | \$35                       |                |
| CHARGABLE ADVANCED TROUBLESHOOTING  | \$200/hr                   |                |
| Client Switch Configuration / Troubleshooting, Phone / PC connectivity issues, Verify / Replace faulty cal  |                            |                |
| CHARGABLE LAN IT SUPPORT  | \$200/hr                   |                |
| Professional Services, Troubleshooting Customer Firewall (blocked ports), Speed Tests, Email forwarding, DNS resolution   |                            |                |
| <p>The following rates apply for customers work that is requested to be performed outside of business hours.<br/> <b>Monday to Friday after 5:00 p.m. and before 9:00 a.m. Sat. Sun. &amp; Holidays -- Rate = \$175.00 per hour</b><br/>           These charges are EPIK's price to complete MAC work.</p> |                            |                |