

# Commonwealth Office of Technology

## Rated Service Description

### Voice Equipment Maintenance

#### VC40 Hourly

Flat labor rate for installation and/or maintenance of voice equipment and/or services

COT is the provider of this service. (Contractors may be used at COT discretion)

This service is available to any State Government agency, at any location.

Travel time is billable.

A minimum charge of 1/2 Hour is applicable to all requests.

Maintenance performed by contractors on behalf of the agencies will be billed up to a maximum of \$85.00 per hr.

Overtime will be billed at time and half. (\$112.50 per hour)

#### VC40 Includes the following **HARDWARE**

The cost of any/all materials used in the completion of a service request, are "passed-thru" directly to the requesting agency.

#### VC40 Includes the following **SOFTWARE**

NONE

#### VC40 Includes the following **SERVICES**

Installation, maintenance, troubleshooting and repair of voice equipment and/or services across the Commonwealth.

COT staff will assist agencies to repair, replace, modify and/or install most types of voice equipment including telephone sets, auto-attendants, voice mail, modem lines, and fax lines. COT reserves the right to refuse to work on equipment at COT's discretion.

#### VC40 To Initiate Service or Report a Problem with this service

##### Please contact the Commonwealth Service Desk:

· 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434

· Via e-mail CommonwealthServiceDesk@ky.gov

Agency will need to provide a valid COT billing number to the Commonwealth Service Desk when requesting this service. Requests must come from an authorized agency telephone coordinator.

#### VC40 Additional Service Clarifications

NONE