# 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 preformed 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