

## SINGLE MACs

All single customer MAC requests that require less than 1hr of engineering time to enact and complete within standard working hours 09:00 – 1730 Mon – Fri and excluding Public/Bank Holidays), the charges for these are £40 +VAT per single MAC request. A comprehensive list of all MACs that fall within this new £40 +VAT per single MAC category is listed below. Any other MAC which is not listed will be treated as Remote Engineering works (see overleaf). All requests should be submitted in accordance with our Customer Service Document guide direct to Solar via email at: [Change.Management@Solar.co.uk](mailto:Change.Management@Solar.co.uk)

Work Description	Authorisation Required?	RFC Form Required?	Chargeable?
Extension Name Change (1-5)	✗	✗	✓
New User Setup (1)	✗	✓	✓
New User Setup (2+)	✗	✓	✓
Music on Hold	✓	✓	✓
Handset Diverts (1)	✗	✗	✓
Handset Diverts (2+)	✗	✓	✓
Hunt Groups – Add Users (1-5)	✗	✓	✓
Main Number / Group Diverts	✓	✓	✓
Hunt Groups – Creation	✓	✓	✓
Time Schedules	✓	✓	✓
Deleting Users (1)	✓	✗	✓
Access to DB Programming	✓	✗	✓
Voicemail Setup	✗	✗	✓
Quick Dial Keys (1 User)	✗	✓	✓
Quick Dial Keys (All Users)	✓	✓	✓
Handset Setup (Replacement)	✗	✗	✓
Silent Monitoring Setup	✓	✓	✓
Number Block (without app)	✓	✗	✓
Archive Location Change	✓	✓	✓

## REMOTE ENGINEERING

A sample of MACs which require greater than 1hr engineering time is listed in the table below. These MACs will be scoped, costed and quoted against Solar's Remote Engineering charges, with a minimum cost of £80 +VAT (i.e. 1hr of Remote Engineering time). Should a MAC variant not be listed in the table below, this will be assessed by Solar and we will revert. Please send in your written MAC requests to [Change.Management@Solar.co.uk](mailto:Change.Management@Solar.co.uk) with such work requests, a member of the Service Desk Team will assess and quote accordingly.

Work Description	Authorisation Required?	RFC Form Required?	Chargeable?
MAC Written Instructions	✗	✗	✓
Router Configuration	✓	✓	✓
System Upgrades**	✓	✗	✓
Report Setup	✗	✓	✓
Day / Night Service Setup	✓	✓	✓
DECT Handset Setup	✗	✗	✓
Deletion of Recordings	✓	✓	✓
IVR Changes	✓	✓	✓
Ring Group / Call Flow Changes	✓	✓	✓
QoS Settings	✓	✓	✓

## THIRD PARTY CHARGEABLE MACs

Such third-party MAC costs will be customer billable where requested works are required by Solar's third-party vendors. Solar will pass on the costs for such MAC works to be undertaken as requested. Please send in your written request to [Change.Management@Solar.co.uk](mailto:Change.Management@Solar.co.uk) with such work requests, where a member of the Service Desk Team will assess and quote accordingly.

Work Description	Authorisation Required?	RFC Form Required?	Chargeable?
VPN Additions	✓	✓	✓
Add / Remove VPN Users	✓	✓	✓
JFLOW Additions	✓	✓	✓