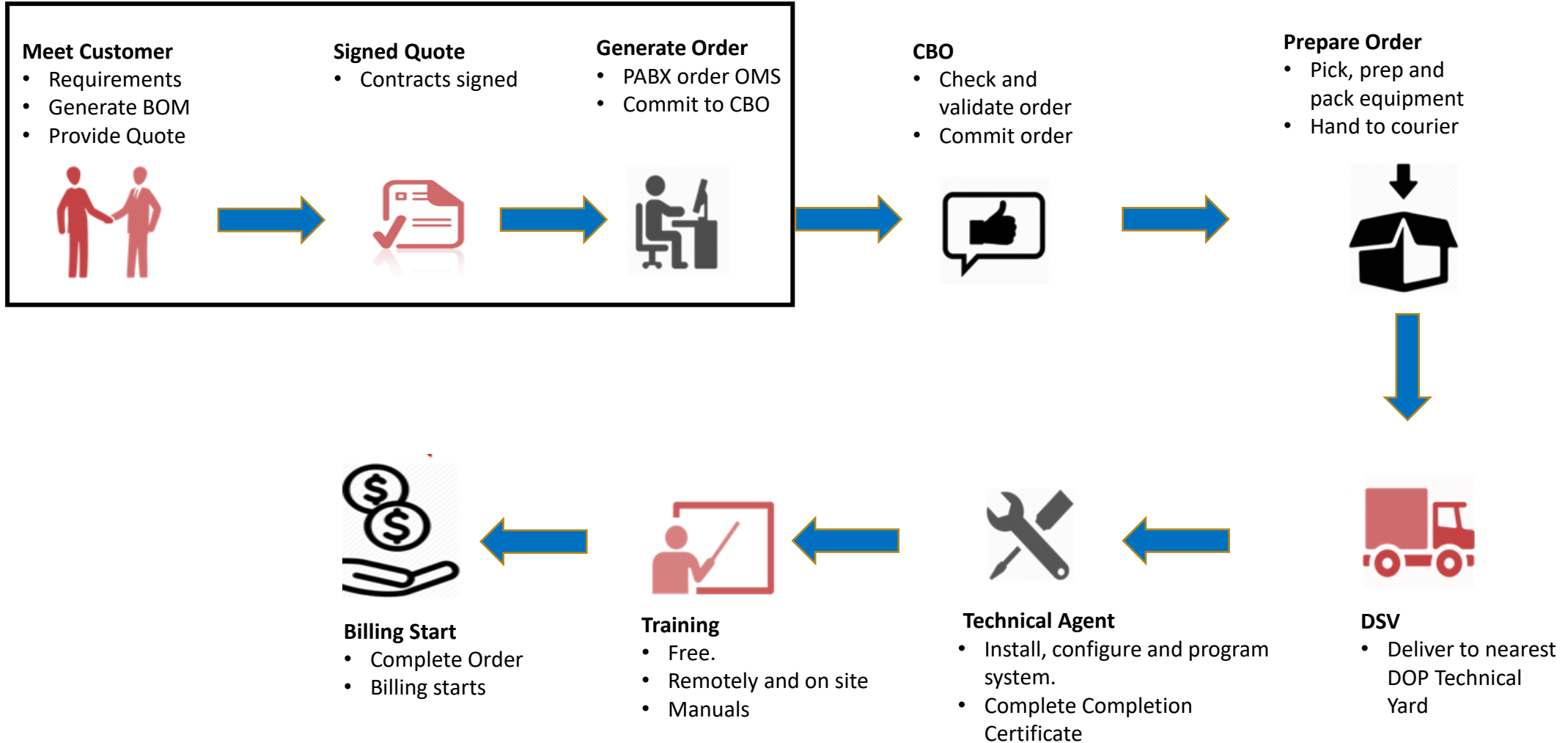


PABX Commercial Process and general information

High Level Process Flowed

Sales Action



Quoting Activities

The purpose of the Quoting Activities is to build the offer, get the Bill of Materials and present the different pricing options to the customer. The goal is to provide the customer with a view of what they will be getting, and to get the customer to accept the quote, and sign the offer contract.

- **Wizard:** Use the latest OptiCon Wizard tool to configure the required PABX system, and to determine the full Bill of Material for outright or rental systems.
- **Model:** Discuss whether this will be an Outright Purchase or Rental Agreement sale.
- **Rental Term:** Discuss the contract term that the customer requires (2, 3, 4 or 5 years).
- **Quote Acceptance:** The customer accepts the quote from the PABX Configurator. The Service Agreement (contract) are signed, and the order is placed.
- **CMSS:** Initiate the offer on OMS using the Bill of Material (BOM) as reference guide for component selection.

Pricing

The tariffs for systems as it appear on OMS **include** the following:

- Installation and commissioning of the component during office hours
- Maintenance included in monthly rental
- Initial training
- The tariffs do not cover the theft or loss of equipment. The customer must arrange the insurance to cover this.
- The tariffs as it appear on OMS **exclude** the following:
 - Network Access Products e.g. Fibre, Telephone Lines. All Network Access Products must be applied for separately and will be billed separately on the customer's monthly bill.
 - Additional training
 - Reprogramming per occasion
 - Installation and commissioning of the component after working hours.

Maintenance and maintenance contracts for Outright Sales systems

- First year maintenance is included in the selling price of the system
- Customers that choose not to enter a maintenance contract after the first-year maintenance has expired will be charged per maintenance call on a time and material basis. For these customers there will be a maintenance call-out fee even if no work was done. Should such a customer decide at a later stage to enter a maintenance contract an inspection fee will be charged to certify his system as “fit for use”
- The maintenance contract does not cover damage caused by power surges, riot, theft, and all acts of God. The customer will have to arrange the insurance to cover these exclusions.
- All maintenance charges is included in the monthly rental fees charged for rental systems. The customer might be charged an unnecessary call out fee if it is found that the call out was for a fault not relating to the PBX. The charges for the unnecessary call out can be obtained from OMS/ CMSS.

Discount

The following discounts are applicable on the OptiCon PBX list price:

Option	Installation	Rental
2 Year Term Contract	25%	6%
3 Year Term Contract	50%	10%
4 Year Term Contract	100%	12%
5 Year Term Contract	100%	15%
	Outright Price	
Outright Sales up to	12.5%	

The End