

Customer Moves, Adds and Changes (MACs) Checklist

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+)	✗	✓	✓
Voicemail Pin Reset	✗	✗	✗
IVR Changes	✓	✓	✓
Hunt Groups – Creation	✓	✓	✓
Hunt Groups – Add Users (1-5)	✗	✓	✓
Ring Group / Call Flow Changes	✗	✓	✓
Main Number / Group Diverts*	✓	✓	✓
International Call Barring	✓	✗	✗
Time Schedules	✓	✓	✓
Deleting Users	✓	✗	✓
Access to DB Programming	✓	✗	✓
VPN Additions	✓	✓	✓
Add / Remove VPN Users	✓	✓	✓
JFLOW Additions	✓	✓	✓
QoS Settings	✓	✓	✓
Archive Location Change	✓	✓	✓
Deletion of Recordings	✓	✓	✓
Handset Setup (Replacement)	✗	✗	✓
System Upgrades (Non-Fault)	✓	✗	✓
Quick Dial Key (1 User)	✗	✗	✓
Quick Dial Key (All Phones)	✓	✓	✓
Silent Monitoring Setup	✓	✓	✓
Number Block (without app)	✓	✗	✓

Work Description	Authorisation Required?	RFC Form Required?	Chargeable?
Day / Night Service Setup	✓	✓	✓
DECT Handset Setup	✗	✗	✓
Voicemail Setup	✗	✗	✓
Report Setup	✗	✓	✓
MAC Written Instructions	✗	✗	✓
Router Configuration	✓	✓	✓
Caller ID Changes	✓	✗	✓
Auto Attendant Setup	✓	✓	✓
Auto Attendant Amendments	✓	✓	✓

MAC Charges

There are two types of charges that we pass onto customers; remote engineering and onsite visits. These charges are outlined below:

Remote Programming Charges

Cost	In Hours (0900-1730) Monday to Friday	Out of Hours (1731-0859) Monday to Friday	Weekend/Bank Holiday All Hours
Per Hour	£80	£110	N/A
½ Day (4hr)	£300	£420	£550
Full Day (8hr)	£600	£720	£960

Onsite Programming Charges

Cost	In Hours (0900-1730) Monday to Friday	Out of Hours (1731-0859) Monday to Friday	Weekend/Bank Holiday All Hours
½ Day (4hr)	£450	£675	£900
Full Day (8hr)	£800	£1,200	£1,600

Related Documents



[Authorisation Form](#)



[Request for Change Form](#)