crosstalk SOLUTIONS

Crosstalk PBX Maintenance Plans

Pricing

Feature	Basic	Standard	Premium	Notes
Monthly OS + FreePBX Updates	☑	☑	☑	Crosstalk will ensure your PBX system is always kept up to date with the latest software and security patches.
Automated Offsite Backups (FTP)	☑	☑	☑	3 weekly and 3 monthly offsite FTP backups in case of emergency.
FreePBX Alerting (Email to Ticketing)	☑	☑	☑	Crosstalk will receive alerts from your PBX and proactively address any issues.
FreePBX Email Setup (SMTP Relay)	☑	☑	☑	Our SMTP relay server will be configured for your server's email notifications (optional)
Email + Phone Support	☑	☑	☑	Email and phone support always available!
Priority Support Queue		☑	☑	Priority access to our PBX technicians.
MACDs / month (Moves/Adds/Changes/Deletes)		5	10	Simple PBX changes (Moves/Adds/Changes/Deletes) are included.
Advanced Troubleshooting & Hardware Support		0.5	1	Hourly support time included - time stacks up month to month and can be used anytime within 1 year of the date of purchase
Annual PBX Consultation		☑	☑	Annual overview and checkup of your PBX settings with best practice recommendations. Includes ensuring holiday hours are set each year.
Quarterly Security Checkups			☑	Quarterly security checkup to ensure firewall and security settings are nominal.
MRC	**$129**	**$299**	**$399**	

Add-ons	Basic	Standard	Premium	Notes
Basic PBX Hosting	$49	$49	$49	Basic Hosting is up to 50 phones, includes FreePBX Sys Admin module
Premium PBX Hosting	$99	$99	$99	Premium Hosting is up to 100 phones, includes FreePBX Sys Admin & Endpoint Manager module
Warm Spare PBX Coverage (on-premises only)	$49	$49	$49	Maintain a warm spare PBX server
Multi-site discount	25% per site	25% per site	25% per site	
Advanced Troubleshooting & Hardware Support	T&M	T&M	T&M	T&M = Time and Materials

Any questions/comments/ideas? Contact us using the info below!

Contact: Crosstalk Solutions ✉ **info@crosstalksolutions.com** ✆ **541-787-8870**