



Framework Telephony Hourly Rates



Please note that Out of Scope services are typically quoted at a Fixed Fee by the vCIO for a specific project Scope of Work (SOW). For your reference, Framework's hourly rates and descriptions of service Tiers are included below.

The description of each Tier is intended to clarify its applicability and is formulated independently of any existing Services a client may have that cover aspects of the description. It does not specify whether a Service is included in Managed Services or any other Service. This is instead detailed within the Service Guide itself. For instance, support for workstations is included within Managed Services.

Onsite Charges

Onsite Travel Fees

Travel time is billed at the hourly rate of the engineer traveling onsite.

Onsite Travel Expenses

In addition to the Travel Fee itself, travel related expenses such as parking, flights, and hotels, will be passed through to the client unless a Scope of Work indicates otherwise.

Onsite Minimums

Onsite service has a 2 labor hour minimum billing.





Telephony Hourly Rates



The description of typical tasks below are guidelines. The level of engineer performing the task determines the hourly rate. The level of engineer required will be determined by Framework IT based upon it's professional experience.

Tier 1 Telephony Engineer

Standard Business Hours	After-Hours	Weekend/Holiday Hours
\$135	\$202.50	\$270

Description of Typical Tasks: Basic wiring MAC (Fax lines, ethernet connections, ATAs, digital & analog phones, paging PA connections etc.), basic end user training, desk phone moves & installations, basic PBX MAC (Users, hunt groups, Automated attendants, Number routing, etc.), basic troubleshooting for phone connectivity.

Tier 2 Telephony Engineer

Standard Business Hours	After-Hours	Weekend/Holiday Hours
\$170	\$255	\$340

Description of Typical Tasks: Advanced call routing, call center administration (ACD), desk phone customization, PBX system administration training, basic LAN troubleshooting for VoIP, system updates – software / firmware updates, SIP trunking administration





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Tier 3 Telephony Engineer

Standard Business Hours	After-Hours	Weekend/Holiday Hours
\$250	\$375	\$500

Description of Typical Tasks: Advanced call center routing (skills based ACD), advanced omnichannel contact center administration, CRM integrations, API development and troubleshooting, LAN troubleshooting for VoIP, business SMS set up and troubleshooting

