



B2B Sales, CCO Division  
Change Request - Low-Cost PBX

## Low-Cost PBX

### Executive Summary

The purpose of this change request document is to outline the proposed update to the Low-cost PBX packages and payment options.

### Change Request Description

The new packages will include the respective offering on each package level at the approved price. Additionally, the option of lease to own needs to be added as a payment/purchase option in MIND.

The following tables will outline the existing structure and the implementation of the new structure.

**Table 1: Existing Pricing Structure**

Package Type	MRC	Packages include:
Small	\$129	- includes Grandstream PBX - up to 7 ext./IP Phones - does not include port switch
Medium	\$329	- includes Grandstream PBX - up to 21 ext./IP Phones - does not include port switch
Large	\$609	- includes Grandstream PBX - up to 47 ext./IP Phones - does not include port switch
	<b>Perpetual Lease</b>	<b>Purchase Price</b>
<b>Item Description</b>	<b>Proposed MRC/Unit</b>	<b>Proposed Purchase Price/Unit</b>
GrandStream PBX UCM 6204	\$18	\$859
8 Port Switch	\$12	\$599
24 Port Switch	\$16	\$699
IP Phones - GXP 1630	\$6	\$259
Maintenance & Support - MRC	n/a	\$50
Maintenance & Support - One Time (Truck rollout)	\$75	\$75

**Table 2: New Pricing Structure**

Package Type	Package Detail Include	MRC	Limitations
<b>Small</b>	<b>Includes:</b> GrandStream PBX 1-7 ext./IP Phone	<b>\$129</b>	<b>Max of 10 ext./IP Phones</b>
<b>Medium</b>	<b>Includes:</b> GrandStream PBX 1-21 ext./IP Phone	<b>\$329</b>	<b>Max of 24 ext./IP Phones</b>
<b>Large</b>	<b>Includes:</b> GrandStream PBX 1-47 ext./IP Phone	<b>\$609</b>	<b>Max of 50 ext./IP Phones</b>

**Note:**

- Package type does not include port switch.
- Limitation of Ext./IP Phone listed in the above table.
- Exclusive of GST

**Table 3: Add-on Equipment Option**

Add-On equipment	MRC
GrandStream PBX	\$18.00
Ext./IP Phones	\$6.00
8 Port Switch	\$12.00
24 Port Switch	\$16.00
APC Back-UPS	\$15.00

**Notes:**

- If the customer requires additional ext./IP Phone an additional PBX can be purchase for the small package only.
- If the customer requires additional lines outside of the medium and large limitations the customer will be upsell to a higher package type.
- Additional PBX cannot be purchase for the medium and large.
- Exclusive of GST

**Table 4: Payment/Purchasing Options**

Equipment/ Service	Rental MRC	2 Year lease to own	Purchase Price
GrandStream PBX UCM 6204	\$18	\$40	\$859
8 Port Switch	\$12	\$30	\$599
24 Port Switch	\$16	\$45	\$699
IP Phones- GXP 1630	\$6	\$15	\$259
APC Back-UPS	\$15	\$0	\$0
Maintenance & Support	\$0	\$50	\$50
Maintenance & Support (OTC) Truck rollout	\$75	\$75	\$75

**Notes:**

- Rental of PBX (\$18) is applicable only to add-on options.
- Rental of Ext./IP Phone (\$6) is applicable only to add-on options.
- Rental of equipment or payment of maintenance is billable monthly.
- 2-year lease to own is billable monthly for 24 months.
- Purchase of equipment or payment for maintenance is a one-time cost.

**Implementation:**

- Modify the system settings to reflect the new packages in Table 2.
- Implementation of the Low-cost PBX lease options in Table 4.
- The migration plan will be automatic for all customers on the existing packages.
- Conduct system testing to ensure that the new packages are fully functional.
- Update all relevant documentation to reflect the new packages.
- Train staff on the use of the new packages.
- A communication plan will be developed to inform all relevant stakeholders of the change.

**General Rules:**

- All existing Process will remain unchanged.
- All billing rules and governances will remain unchanged.
- GL mapping will remain unchanged.