



# SMART HANDS TECHNICIAN

## Rates & Dispatch Locations

**CONNEX**

# FOR TECHNICAL SUPPORT OR MAC (MOVE, ADD, CHANGE) REQUEST:

**CONNEX's contact center is available 24 hours a day, 365 days a year**

**Toll Free:** (866) 429-4625    **Connex Support Desk:** [itsupport@connexservice.ca](mailto:itsupport@connexservice.ca)

**Online:** <https://websupport.connexservice.ca/controller.php?action=login>

*\*To obtain your access code to our online ticketing service, please contact us.*

**IMPORTANT:** Urgent repair requests after business hours will be only handled over the telephone.

- Emergency service fee to be added to URGENT REQUESTS.
- Move, addition, change requests (MAC) or calls for technical support done over the phone or via e-mail will be processed during normal business hours from 8 a.m. to 5 p.m.
- A customer service representative will take charge of your request and send you a ticket number to follow upon your request.
- For all service requests, you will need to provide the following information: Your customer number, name of your company, address of service, name and telephone number of the contact person, description of your request and the required date of service.

## SERVICE LEVEL

- Our service is available 24/7
- 15-minute response time during a major failure;
- For a minor service outage, dispatch of a technician to the site within 24 hours of diagnosis, unless it has been resolved remotely;
- Direct access to the manufacturer's technical support.

## MAJOR SERVICE OUTAGE (EMERGENCY SERVICE FEES MAY APPLY)

- Complete failure of the system, system or call center.
- 50% of users are unable to make work
- Incoming or Outgoing calls are not working
- Network is not accessible

# SMART HANDS TECHNICIAN RATES

Connex smart hands (L1) service fee includes Labour + Material + Dispatch fee + Travel Rate + Applicable Tax of the actual job location.

## LABOUR

<b>Labor Hourly Rate (Per Technician Per Hour)</b>				
	<b>Eastern Canada</b>		<b>Western Canada</b>	
	Regular Hours <sup>1</sup>	After Hours <sup>2</sup>	Regular Hours <sup>1</sup>	After Hours <sup>2</sup>
L1 Engineer	\$90	\$135	\$115	\$172.50

• Smart Hands Tech requires remote engineer support throughout troubleshooting  
• All hardware and configuration files to be provided by others. Technician to provide laptop and console cable  
• A minimum 2 hours are billable  
• Work requirements in the northern territories will be quoted separately.

1. Regular hours: 8am – 5pm Mon - Fri  
2. After hours: 5 PM - 8 AM on Weekdays, Saturday, Sunday, and Statutory Holidays

## DISPATCH

<b>ZONE</b>	<b>Regular Hours</b> (Per Round Trip Per Technician)	<b>After Hours</b> (Per Round Trip for 1 Technician or for 2 Technicians During Regular Hours)
Zone 0 (0 - 50 KM)	\$85	\$125
Zone 1 (51 - 100 KM)	\$160	\$230
Zone 2 (101 - 150 KM)	\$240	\$345
Zone 3 (151 - 200 KM)	\$320	\$460
Zone 4 (201 - 250 KM)	\$400	\$575
Zone 5 (251+ KM)	\$400+ 0.95/KM	\$575+1.35/KM

• Zone = Distance between the nearest Connex dispatch location and the actual job site.  
• Connex dispatches from 19 depots across Canada covering all major cities.  
• Accommodations and per diems to be assessed on a case-by-case basis. Approvals to be obtained prior to any bookings.

CITY	PROV/TERR
Calgary	AB
Edmonton	AB
Nanaimo	BC
Parksville (Vancouver Island)	BC
Vancouver	BC
Kelowna	BC
Winnipeg	MB
Moncton	NB
Fredericton	NB
Halifax	NS
St. John's	NL
Ottawa	ON
Sudbury	ON
Timmins	ON
Windsor	ON
Toronto	ON
Montreal	QC
Quebec City	QC
Saskatoon	SK

# SMART HANDS TECHNICIAN DISPATCH LOCATIONS

