



# Maintenance Agreement Plans

<u>GOLD SERVICE</u>		<u>PLATINUM SERVICE</u>
8am-5pm, M-F	Non-Emergency Coverage Hours	24/7/365
24/7/365	Emergency Coverage Hours	24/7/365
X	All Equipment Covered Under Extended Warranty	X
	Same Day Replacement for Covered Equipment	X
Included	Phone Problem Troubleshooting & Technical Support	Included
X	Priority Queue for Service Requests	X
4 hr.	Guaranteed Emergency Response Time	2 hr.
	Voice Disaster Recovery Assistance	X
X	Back-Up of Phone System & Voicemail Configurations	X
X	8-hr. Normal Service Response Time	X
X	Yearly End-User & Administrative Training Classes	X
X	Customized New Hire Training Handbooks	X
X	Remote System Repair	X
Included	Firmware & Software Upgrades	Included
\$95	Normal Hourly Rate	\$80
\$142.50	Overtime Hourly Rate	\$80
Standard	Premise Visit Charge/Travel Rate	No Charge
No Charge	"Remote" Moves/Add/Changes	No Charge
\$95/hr. + Premise Visit Charge	"On-Site" Moves/Add/Changes	\$80/hr., NO Premise Visit Charge