



Maintenance Agreement Options

| | Platinum Service 24/7 **Best Value** | Gold Service | Silver Service |
|--|---|--------------------------------------|--------------------------------------|
| Normal Hourly Rate | \$80 | \$95 | \$115 |
| Overtime Hourly Rate | \$80 | \$142.50 | \$172.50 |
| Premise Visit Charge / Travel Rate | \$0 Premise Visit Fee | Standard | Standard |
| 24 / 7 / 365 Coverage | X | | |
| 8am-5pm, Mon-Fri. Coverage | | X | X |
| <i>Comstar Connect</i> | X | X | |
| Same Day Replacement for Covered Equipment | X | | |
| Guaranteed 2-hr. Emergency Response Time | X | | |
| Guaranteed 4-hr. Emergency Response Time | | X | |
| Guaranteed 8-hr. Emergency Response Time | | | X |
| All Equipment Covered Under Extended Warranty | X | X | |
| Voice Disaster Recovery Assistance | X | | |
| Back-up of Phone System and Voicemail Configurations | X | X | |
| Priority Queue for Service Requests | X | X | |
| Guaranteed 8-Hour Normal Service Response Time | X | X | |
| Free Phone Problem Troubleshooting & Tech Support | X | X | |
| Free Yearly End-User and Administrative Training Classes | X | X | |
| Customized New Hire Training Handbooks | X | X | X |
| Remote System Repair | X | X | X |
| Firmware & Software Upgrades | No Charge (up to highest 5.x series) | No Charge (up to highest 5.x series) | Standard |
| Monthly Service Fee | Price varies based on size of system | Price varies based on size of system | Price varies based on size of system |