

# Partner Plan Options

<i>Partner Plan Benefit</i>	<u><i>Partner Plans</i></u>				
	<i>5* with Gold Seal</i>	<i>Silver Seal</i>	<i>Standard Service Agrmt.</i>	<i>Parts Only</i>	<i>Labor Only</i>
<i>2 hour emergency response</i>	✓	✓	✓	✓	✓
<i>Non emergency, end of next business day response</i>	✓	✓	✓	✓	✓
<i>Defective Equipment replacement</i>	✓	✓	✓	✓	
<i>Waiver of labor charges for service of covered equipment.</i>	✓	✓	✓		
<i>Labor for any task and trip charge used from purchased bundle of labor hours</i>					✓
<i>Labor to install manufacturer provided no charge software upgrades.</i>	✓	✓			
<i>One (1) hour of free remote software modifications per incident.</i>	✓	✓			
<i>One (1) hour of free technical support per incident</i>	✓	✓			
<i>Additional user training and user guides.</i>	✓	✓			
<i>Free annual preventative maintenance check, including inspection, verification of software levels, database back-up, and discussion with site contact about any possible issues with telephone environment.</i>	✓	✓			
<i>Replacement of defective base cords and handset cords</i>	✓	✓			
<i>Waiver of the Emergency \$100.00 Expedite Fee.</i>	✓	✓	✓	✓	✓
<i>Telco trouble-shooting, auditing of local, Internet and long distance expenses; cost-saving recommendations.</i>	✓	✓			