

TELECARE ASSIST ONE SUPPORT PLAN

The Telecare Assist One plan is for the customer who requires access to phone support, priority on-site service response times and discounted labor, but would rather self-insure their equipment.

This allows an affordable price but still provides a contracted support plan with all of its benefits. Highlights of the plan include:

PRIORITY RESPONSE TIMES: Assist One Customers receive the top priority level of service.

- **SERVICE LEVEL AGREEMENT (SLA) GUARANTEE**
- **EMERGENCY SERVICE:** Emergency service is guaranteed within four hours or we give you money back.
- **ROUTINE SERVICE:** Routine service is guaranteed within 36 hours or we give you money back.

HELP DESK: With an Assist One plan you have access to our Help Desk phone support for up to one hour per quarter.

DISCOUNTS:

- Labor: 10%
- Equipment: 3%

CLIENT PORTAL: Priority One customers have access to online trouble ticket entry and tracking, and can view invoices, service history and projects.



TOLL FRAUD AUDIT DISCOUNTS: Toll fraud has grown immensely in the last couple of years. As an Assist One customer, you receive a substantial discount on a Toll Fraud Audit.

WEBSITE: As a Telecare customer, you have password-protected access to our website that offers FAQ's, system documentation and other helpful administrative tools.

FREE DOCUMENTATION: We provide administrative and end user guides for all systems under the support plan.

Phone: 800-400-8184
Fax: 510-785-2481

Teledynamic On-Line Support
www.teledynamic.com/vsm