

TELECARE SUPPORT PLAN COMPARISON

SUPPORT	PRIORITY ONE	GUARDIAN ONE	ASSIST ONE	NO PLAN
➤ Priority Response	1st Priority	2 nd Highest Priority	2nd Highest Priority	Lowest Priority
➤ Emergency Response Time	2 Hr Guarantee or \$500 Credit	2 Hr Average	2 Hr Average	Best Effort
➤ Standard Response Time	24 Hr Guarantee or \$100 Credit	24 Hr Average	24 Hr. Average	Best Effort
➤ Defective Equip Replacement/Repair	Free	Free	Billable	Billable
➤ Defective Repair & Replacement Labor	Free	Free	Billable	Billable
➤ Software Maintenance Releases (hardware not included)	Free	Free	Billable	Billable
➤ Remote Adds, Moves & Changes	Free, Unlimited	\$59/ticket	\$85/ticket	\$85/ticket
➤ Dedicated Account Mgr.	Yes	No	No	No
➤ Toll Fraud Audit	Free Voucher	\$175	\$250	\$350
➤ Inside Wiring Protection	Free	Free	No	No
➤ Help Desk/Phone Support	Free, Unlimited	1 Hr/Qtr	1 Hr/Qtr.	Billable
➤ Free Admin. Training	Twice Per Year	No	No	No
➤ Free User Training	Unlimited	1 Class/Year	No	No
➤ Billable Labor Discounts	30%	15%	15%	List price
➤ Equipment Discounts	10%	5%	5%	List price
➤ Access to Svc Website FAQ's & Docs	Yes	Yes	Yes	No
➤ Preferred Engineer	Yes	No	No	No
➤ System Documentation	Free	Free	Free	Billable
➤ Annual System Database Backup	Yes	No	No	No