

## ▶ Phone System Maintenance Plan



### COVERAGE DETAILS

The coverage and monthly allowances listed below are eligible to be used within each one month period beginning on the Statement Date referenced on the customer's invoice for the covered period. Unused coverage and monthly allowances on Remote Service Requests, On-Premise Visits and Labor will expire at the end of each coverage Month.

#### SILVER PLAN COVERAGE

- **3 Remote Service Requests**  
*Each 30-day period (Month), the subscribing customer is eligible to receive three (3) remote service requests at no charge. This includes any repair done remotely (i.e. by phone or online) by an NTS Service Technician.*
- **3 Free On-Premise Visits**  
*Each Month, per location, the subscribing customer is eligible to receive three (3) On-Premise Visits (a technician dispatched to the customer location) at no charge.*
- **Discounted On-Premise Visits**  
*Each Month, if the initial three (3) On-Premise Visits have been used, the subscribing customer is eligible to receive all additional On-Premise Visits at a discounted rate of \$50 each.*
- **1 Hour Free Labor**  
*Each Month, the subscribing customer is eligible to receive one (1) hour of labor at no charge. All additional hours of labor will be charged at the standard rate.*

#### GOLD PLAN COVERAGE

**Includes all items listed in Silver Plan Coverage above plus:**

- **Handset Replacement**  
*For each handset that is covered by the Phone System Maintenance plan and is broken and/or defective, the subscribing customer is eligible to receive a replacement handset at no cost. In order to be eligible for a replacement handset, the handset must be in working order during the initial site survey and when Phone System Maintenance Plan coverage begins. The replacement handset will be a refurbished phone of the same or equivalent model. The broken and/or defective handset is required to be returned to NTS.*

#### PLATINUM PLAN COVERAGE

**Includes all items listed in Silver and Gold Plan Coverages above plus:**

- **Wiring Repair**  
*For each customer who subscribes to the Phone System Maintenance Plan, eligible wiring repairs for the Phone PBX system will be covered at no charge. In order to be eligible for wiring repairs, the wiring must be in working order during the initial site survey and when the Phone System Maintenance Plan coverage begins. Eligible repairs will include inside wiring, jacks, inserts, and wire.*