

MANAGED SERVICES OPTION

METRO TECHNOLOGIES

... Recognizes that our products and services coupled with the ongoing cost of maintenance, must be significantly better than that of our competition.”

Metro Technologies is offering a new, comprehensive plan to take the worry out of maintaining your phone system. As a Managed Services Customer you will enjoy the following benefits:

- Emergency Repair Call 2 Hour Guaranteed Response Time (Or One Month Maintenance **FREE**)
- Priority Scheduling for Moves, Adds and Changes
- No Charge On-Site Repair for Covered Equipment
- No Charge Remote Repair for Covered Equipment
- No Charge Remote Programming Changes (**Including Voice Mail Programming Changes**)
- No Charge After Hours Emergency Service
- No Charge Inside System Wiring, Jack Maintenance and Repair (If Covered)
- No Charge for No Trouble Found Calls
- No Charge for Carrier Line Assistance
- No Charge for Diagnostic Service Calls
- Significant Discounts off Standard Equipment Pricing
- \$10 Per Hour Discount off Current Labor Rate of \$95 per hour for On-Site Moves, Adds and Changes
- No Charge Unlimited Station User Training
- Annual Preventative Maintenance Inspection to Include:
 - ❖ Inspection and cleaning of all station sets
 - ❖ Updated Desi Strips (if needed)
 - ❖ Handset cord replacement (if needed)
 - ❖ Additional User Guides (if needed)
 - ❖ System Backup
 - ❖ Battery Backup Inspection and Battery Replacement (if needed)
 - ❖ Surge Protector Inspection and Replacement (if needed)

The option to convert from time and materials to a full service maintenance contract is available