

# MANAGED SERVICES

A **"STANDARD" LABOR AND EQUIPMENT WARRANTY** is provided for **ALL NEW** installations, free of charge, for the first **full year** from the date of installation. Additionally, all new installations receive free programming changes, free station user training, priority response time as well as installation pricing for the first 30 days following the system cutover.

**IN ADDITION**, you may elect, either at the time of purchase or at the end of the standard warranty period, a **full coverage plan** under the **Managed Services Option**. Customers electing the **MANAGED SERVICES** Option at the time of purchase will enjoy all the benefits of the Managed Services Program during the **ENTIRE** first year's standard warranty period at **NO ADDITIONAL CHARGE**

Our full **MANAGED SERVICES** plan provides complete 7 by 24 coverage for 7 days a week, 24 hours a day, 365 days a year. For emergencies, we **GUARANTEE** to respond to any major system failure within two (2) hours of your call. In the event that Metro Telecom does not respond within two (2) hours of an emergency call, Metro Telecom will give you a FULL MONTH of Managed Services **FREE**.

As a **MANAGED SERVICES** customer, you will receive **PRIORITY** scheduling not only for regular repair requests, but also for all Moves, Adds and Changes. In addition, you will receive **SIGNIFICANT DISCOUNTS** off standard prices for additional equipment purchases, a **\$10 per hour discount** on current labor rates, remote system and voice mail programming changes at **NO CHARGE**, unlimited user training and an annual **Preventative Maintenance** visit at **NO CHARGE**.

The Managed Services Agreement is limited in coverage to only those items listed on the Managed Services Agreement and does not cover the costs to Move, Add, Change or Upgrade the system equipment. All Moves, Adds, Changes and Upgrades will be billed separately at the time of sale (at Managed Services discounted rates) and added to the Managed Services contract at the end of the warranty period.

Customers electing the Per Call billing on a Time and Materials basis are asked to sign the Waiver of Contract Coverage section of the Managed Services Agreement.

The provisions, coverage and payment terms of the Managed Services Agreement will automatically be renewed for like terms unless waived in writing 30 days in advance.

**SEE THE "MAINTENANCE OPTIONS" SHEET FOR A MORE DETAILED LIST OF BENEFITS UNDER THE MANAGED SERVICES PROGRAM.**