

# QTS POST WARRANTY MAINTENANCE

QTS has designed a Post Warranty Maintenance offer that provides more value than a simple Break and Repair Service.

The most critical business system, for many companies is the Communication System. If the Communication System stops working, so do employees. The investment made in a PWM contract is the first step in developing a communications system contingency plan. Whether a button on a phone stops working or a power supply in the main system goes down, QTS will be there to fix the problem and get business back to work.

Along with basic Break and Repair service, QTS provides value added services such as Remote Technical Support. Customers can quickly get answers to their technical questions, or just get consultation on how to implement a particular feature. QTS can remotely handle all programming requirements and needs

QTS also provides semi-annual training for the length of a PWM Contract. QTS will spend 1/2 a day training employees and administrators, ensuring that your investment in a communications system does not diminish as new untrained employees are hired. QTS takes the time to understand how employees use their phones and make suggestions that improve their efficiency.

## EFFICIENCY

Annually, QTS will audit the communications system to ensure that all system translations are up-to-date and fragmented data is removed. QTS will run diagnostics test and ensure that the PBX is fully operational. Additionally QTS will spend time with the Customer to ensure that the system is serving business needs, and make any recommendations that will help improve efficiency.

## PROACTIVE

All Customers that have a QTS PWM Service Contract will be guaranteed a 25% discount off List Price for all products and adjuncts that your communication system requires. This also applies for QTS Technician Time for Adds/Moves and Changes. QTS PWM Customers received prioritized scheduling

## ASSURANCE

## PROTECTION

For Customers that Pre Pay annually for their PWM Contract QTS offers Free Technician Time based on the Annual Contract Commitment. In many cases this can save thousand of dollars.

## VALUE ADDED

## QTS POST WARRANTY MAINTENANCE (PWM)

### PWM OFFERS AND ENTITLEMENTS

**8-5 PWM** - This Option provides Standard Post Warranty Maintenance between the hours of 8 am to 5 pm, Monday through Friday, excluding Holidays. If your PBX Communication Equipment is damaged or defective due to normal business use, QTS will repair or replace product.

If damaged or defective Product causes a Major Outage (more than 25% of all Product not functioning) QTS will initiate repair within 4 hours 8-5 M-F.

If damaged or defective Product causes a Minor Outage (Less than 25% of all Product not functioning) QTS will initiate repair before 5 pm the next business day.

**7/24 PWM** - This Option provides Standard Post Warranty Maintenance 7 Days a Week, 24 Hours a Day. If your PBX Communication Equipment is damaged or defective due to normal business use, QTS will repair or replace product.

If damaged or defective Product causes a Major Outage (more than 25% of all Product not functioning) QTS will initiate repair within 4 hours.

If damaged or defective Product causes a Minor Outage (Less than 25% of all Product not functioning) QTS will initiate repair before 5 pm the next business day.

**8-5 Control Unit Only** - This option is the same as the 8-5 PWM above but only covers the modules contained in the PBX Carrier (*excluding voicemail Modules or PC/Servers*). This option provides coverage for the most critical components of your PBX Communication System.

**7/24 Control Unit Only** - This option is the same as the 7/24 PWM above but only covers the modules contained in the PBX Carrier (*excluding voicemail cards*). This option provides coverage for the most critical components of your PBX Communication System.

### VALUE ADDED ENTITLEMENTS

**8-5 Remote Technical Support** – Customers will be entitled to remote technical support for minor programming and feature consulting. QTS will assist Customer with remote programming assistance and/or remote dial-in support for any issue that can be resolved within 15 minutes, between the hours of 8am – 5pm Monday through Friday.

**Annual System Assessment** – QTS will provide an annual telecommunication review with the customer. QTS will provide to the Customer (depending on PBX Type); Traffic, Trunk, and Voicemail Usage reports as requested. QTS will also audit the PBX equipment to ensure that all information is up-to-date. Removing unused station records, coverage paths, and any other fragmented data.

**Semi-Annual Training** – Customers can schedule with QTS every 6 Months, for the life of their PWM Service Contract, training for end users or system administrators. QTS will provide ½ day of training per session.

**Guaranteed Discounted Pricing** – QTS will ensure that for the life of the PWM Service Contract, all additional QTS Products include Client Preferred Discounts.

**Preferred Scheduling** – Customers that have a QTS PWM Service Contract will receive preferred and prioritized scheduling for service..

### ENHANCED ENTITLEMENTS

**FREE Technician Time** – Customers that choose to Pre Pay the annual cost of their PWM Service Contract will receive up to 10 Hours of Technician Time per year for the length of the PWM Term. Technician time can be used for adds, moves, and changes as required by customer for installed Product. Time does not include any Product or Materials required in fulfilling work. Time can be used between 8am and 5pm, Monday through Friday. Time must be scheduled at least one week in advance. Free Technician Time is based on the annual Contract Cost. 1 Free Hour for every \$500.00 in annual contract value (10 hours maximum).

### QTS OPTIONAL PWM ENHANCEMENTS

**Wiring** - This is an optional enhancement to any of the above PWM Options. QTS will cover all existing wiring that is connected to your PBX Communications System. If in the event wire is damaged and/or defective QTS will repair or replace the wiring. This is a no-fault agreement, so if for what ever reason wire is damaged QTS will repair the wiring.