

## PREFERRED CUSTOMER SERVICE PROGRAM

NUTEC's Preferred Customer Service Program is a prudent way to ensure reliable, dependable, and affordable telephone service for your business. Your Preferred Customer Service Program provides you with the following benefits:

### PRIORITY SERVICE

**24 hours a day, 7 days a week including a 4hr response time** for all major failures - priority response over non-contract customers. You will also receive priority access to our parts inventory. This can be of critical importance, as it ensures minimum down time of your vital communications system.

### REDUCED SERVICE RATES

**Reduced rates for remote programming** - Programming changes for your telephone and voicemail system (if available) will be billed at a reduced service rate.

**Reduced rates for moves, additions & changes** - per hour on any moves, adds or changes made to your equipment while covered under the Preferred Customer Service Program. Additional work while on site will be billed in half-hour increments.

### SAVINGS ON NEW EQUIPMENT

**10% discount on new purchases** - exceptions may apply on specialty equipment. Please ask your Customer Service Representative.

### CERTIFIED TRAINING

**Training by Certified Technician** - call for an appointment when you have a change of Receptionist or Telephone Administrator.

### TRAVEL TIME

**Travel time IS NOT** considered billable within a 50km radius of Edmonton.

\*As part of your purchase you will receive a **two-year parts and 90-day labor, on-site, maintenance & warranty program**. Subsequent years require An additional investment.

## **PREFERRED CUSTOMER SERVICE PROGRAM OPTIONS**

To maximize the efficiency of your telecommunications network and ensure reliable and affordable telephone service for your business, we are pleased to recommend one of the following Preferred Customer Service Program options.

**There are 2 options to accommodate your needs as follows:**

### **LEVEL 1 – PRIORITY SERVICE**

The Priority Service option gives your company priority response over non-contract customers with service 24 hours a day, 7 days a week including a 4hr response time for all major failures. You also receive priority access to our parts inventory.

The Priority Service Program ensures you get a reduced service rate per hour versus the regular rate for any billable work performed, a 10% discount on new purchases, and one hour of free Training per year, by one of our Certified Technicians.

This option does not warranty any of your company's phone system hardware or equipment.

### **LEVEL 2 – PREMIER SERVICE**

The Premier Service Extended Warranty option gives your company complete repair/replacement coverage of its' telecommunications equipment (excluding cordless phones & headsets). You also get priority response over non-contract customers with service 24 hours a day, 7 days a week including a 4hr response time for all major failures. Preferred customers receive priority access to our parts inventory.

The Premier Service Program also ensures your company gets a reduced service rate versus the regular rate for any billable work performed (adds, moves & changes), a 10% discount on new purchases, and one hour of free Training per year by one of our Certified Technicians.

\*These warranty options only cover station wiring installed by NUTEC.