

PREMIER CUSTOMER CARE PROGRAM DESCRIPTION

NUTEC's Premier Customer Care Program combines priority service with a parts and labor warranty coverage for your telephone system. This **Premier Customer Care Program** provides the following benefits:

PARTS & LABOR COVERAGE

Complete remedial repair/replacement warranty coverage of your telecommunications equipment.

PRIORITY SERVICE

24 hours a day, 7 days a week including a 4 hour response time for all major failures and priority response on other service calls. You will also receive priority access to NUTEC parts inventory. This can be of critical importance, as it ensures minimum down time of your vital communications system.

REDUCED LABOR RATES

Reduced rates for remote programming - A saving of 27% off regular remote programming rates will apply if remote access is available for your telephone and voicemail systems.

Reduced rates for moves, additions & changes - A saving of 27% off regular hourly rate applies on any moves, additions or changes made to your equipment while covered under the Premier Customer Care Program. A minimum charge of one hour applies with additional time provided in half-hour increments.

Training by Certified Technician - call for an appointment when you have a change of Receptionist or Telephone Administrator. The above reduced service rates will apply.

SAVINGS ON NEW EQUIPMENT

14% saving on new purchases - exceptions may apply on specialty equipment. Please ask your Customer Care Representative.

CONDITIONS & DEFINITIONS

Major Failure: the telephone system is entirely out of service (unable to place or receive calls through the Telephone Equipment) or where the Customer's main reception set is unable to place or receive calls through the Telephone Equipment.

Exclusions: Failure of uninterruptible power supplies, surge protectors, cordless telephones and headsets are excluded from parts warranty coverage under the Premier Customer Care Program.

Requirements: To be eligible for coverage by the Premier Customer Care Program, the telephone equipment must be:

- Connected to a CSA approved Uninterruptible Power Supply (UPS); and
- In a clean, dust-free environment with a temperature between 0° and 40°C and relative humidity between 10% and 90% (non-condensing).

Travel time: Travel outside a 50km radius of Edmonton, Alberta is extra.