



ITN **COMPREHENSIVE** Service Plan—

Description	Service Plan	Without ServPlan
Remote support/programming (2 hrs/month)	15 minute**	1 hour min
Programming support over phone (2 hrs per month)	15 minute**	1 hour min
On site programming (2 hrs per month)	1 hour min**	Billable*
Parts warranty on covered items	No Charge	Billable*
Labor warranties on covered items	No Charge	Billable*
No trouble found service calls	No Charge	Billable*
Preventative annual inspection	No Charge	Billable*
Additional equipment (ITN list online)	ITN Service Plan PL	AVAYA NP
List Training for employees (10hrs/YR)	No Charge	Billable*
Sys-Admin Training (1- 4hrs/YR @ITN)	No Charge	Billable*
Handset & station cord replacement	No Charge	Billable*
Diagnostic service call	No Charge	Billable*
Emergency response time guarantee****	4 hour response	Next available
Routine service -response time	24 hour response	2-5 bus days
Updates to designation strips (set overlays)	No Charge	Billable*
ITN quarterly newsletter (helpful tips, etc)	No Charge	Not offered
Two hour free follow-up 30 days post-install	No Charge	Billable*
Service rates/MAC's	\$100/ hr-No trip fee	Billable*
Two hours onsite moves, adds, & changes per year		
Minimum one hour per visit	No Charge	Billable*
ITN assists with management of Telco	No Charge	Billable*

Coverage and billing begins in the 13th month of ownership, after the 12-month warranty expires.

- * Billable hourly rates are \$115 per hour with a 1-hour minimum, plus \$35.00 trip charge as of January 2009.
- ** Complimentary remote/onsite programming and phone support will be limited to 24 hours per year and tracked in 15 min increments. Beyond the 24 hours per year, ITN will bill at the Service plan rate of \$100/hour.
- *** ITN's service plan only supports voicemail PC/Server hardware equipment supplied by ITN. Any customer-owned PC/Server upgrade/replacement failure will be billable.
- **** ITN client determines definition of emergency but remains consistent with requests. Example emergency could be any of these: >10% of "line trunk or station cards, auto attendant, attendant phone, or more than 3 workstation phones deemed inoperable."