

## Voice/Data Collaboration Post-Warranty/Maintenance Support

Compunetix offers several optional services for which there are no regular requirements, but which may be desired on a case-by-case basis.

- On-Site Technical Support
- Advanced Replacement
- Major Software Enhancements
- Preventive Maintenance Service (ORCHESTRATOR® Only)
- Customized Software/Feature Development

### **On-Site Technical Support**

When requested by the customer's authorized representative and upon receipt of a valid purchase order, Compunetix will send an engineer to the customer's location for on-site technical support. The customer shall reimburse Compunetix for transportation expenses and for lodging and meals. The customer shall reimburse Compunetix for field service labor at Compunetix list prices for field service labor. A minimum of (8) hours on-site labor will be charged. Compunetix will charge no more than (4) hours total labor for travel time. For example, on-site technical support can be purchased to relocate equipment or to assist in setting up new network configurations.

### **Advanced Replacement**

When requested by the customer, Compunetix will send replacement parts to the customer in advance of receiving defective parts. Compunetix will invoice the customer for the list purchase price of the material advanced to the customer which must be paid if defective material is not returned to Compunetix within (10) days.

### **Major Software Enhancements**

When available, Compunetix will offer major software enhancements to customers at its current list price for the software release. Major enhancements are installed by the customer, unless installation services are ordered.

### **Preventive Maintenance Service**

Compunetix checks the condition and configuration of all system components and performs cleaning and replaces components showing deterioration through normal use. Compunetix verifies power supply settings, fan operation, switch settings, and makes adjustments where necessary for best operation. Preventative maintenance is scheduled annually at the mutual convenience of the customer and Compunetix at least (30) days prior to the scheduled service.

### **Customized Software/Feature Development**

Compunetix can provide custom development services as requested. Compunetix will provide a quotation based on the specific scope of the defined requirements.

If you would like more information on our optional services, please call **(412) 373-8110** or contact **[csdsales@compunetix.com](mailto:csdsales@compunetix.com)**.