

# Gold Seal Maintenance

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## COVERAGE YOU CAN COUNT ON

Although Intersect Technologies offers the most extensive warranty in the industry, our Gold Seal Service program provides you complete cost control over Toshiba system functionality and upgrades. When combined with the Platinum Warranty, the Gold Seal Service program includes:

- ◆ Waiver of the Platinum Warranty deductible
- ◆ Service calls scheduled on a priority basis
- ◆ 10% discount on additional equipment
- ◆ 10% discount off current labor rates
- ◆ Free software for applicable software releases
- ◆ Annual auditing of local, long distance and data expenses with cost savings recommendations
- ◆ System expansion and design consultation
- ◆ Loaner equipment availability
- ◆ Preferred service for repairs, moves, adds and changes
- ◆ Wiring and cabling diagnosis and correction
- ◆ Intersect Technologies will help you deal with your local exchange carrier
- ◆ No charge for “no trouble found”
- ◆ Annual inspection and preventative maintenance visits
- ◆ Additional customer training and user guides
- ◆ Replacement of defective base cords and handset cords
- ◆ Telephone key strip replacement
- ◆ Free remote programming twice per year, if applicable



Intersect Technologies Gold Seal Service program offers the following exclusive guarantees:

- ◆ \$100 per hour to your firm if Intersect Technologies exceeds our four-hour major emergency response time
- ◆ 10% invoice discount if Intersect Technologies does not complete any move, add and change work on the date agreed upon.

# Platinum Warranty

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## COVERAGE YOU CAN COUNT ON

We believe the quality of the products we sell should directly relate to the warranty we offer for those products. Today's systems have become complex and expensive to service, and we recognize the need to help our clients control ongoing costs. Therefore, Tele-Connect offers a program unequaled in the industry.

A one-year warranty is standard and some companies may offer two-year warranties. However, Intersect Technologies provides a **Seven-Year Parts and Labor Warranty** on telephone related products. Imagine buying a telephone system only guaranteed to last a year or two, and not knowing what it will cost to maintain. If other companies downplay the importance of a Seven-Year Parts and Labor Warranty, they should be willing to provide one which reflects a minimum investment on your part.

All major system voice-related components carry a full Seven-Year Parts and Labor Warranty. If a component is repaired or replaced, there is no service call charge, labor charge, or component charge.

Customers are billed a nominal \$75 deductible per service occurrence. Customers covered under the Gold Seal Maintenance Program pay no deductible.

Intersect Technologies offers extended service agreements for service and maintenance, covering all of the parts and labor necessary to maintain the system after the Platinum Warranty expires.

**Relax—You're Protected!**

