



Annual Service Coverage Contract

PLAN 20

VT 2000 System Annual Service Contract Plan Includes:

- **Phone Technical Support.**

Over a year period after the warranty period has expired. Up to 20 calls for technical support related to the system and input / output modules. The calls for support can be on any topic, such as changes in configuration, reprogramming modules, etc. When support calls involve periods of time, each 15 minute increment will count as one call.

- **Control Unit Firmware Annual Upgrade.**

Continual enhancements are being made to the control unit's firmware. Some are fixes but most are additional features. You will be kept informed of these changes and you can elect to upgrade at anytime in an annual period.

- **Replacement Discounts.**

For the following out of warranty items that can not be repaired you are able to purchase replacements at a discount:

10% Discount on the purchase of up to 10 pagers.
15% Discount on up to 5 Input Modules of any type.

- **No Charge Repairs – Selected Components.**

For the following items there will be no charge for evaluation and repairs during the year period:

10 Pagers w/o LCD Replacement (LDC Replacement is an additional charge.)

Input Components:

10 Call Stations OR 3 Reason Code Modules OR 2 Data Input Modules.

- **20% Discount off of list price – All other repairs.**