

	Warranty Plan Plan code 50	Fibernet Plan* 64	Full Service Plan 61	Basic Plan 62	Business Day Plan 63	Enhanced Per Visit 41	Per Visit Plan 40
Telephone Svstems	1 Year	no charge	\$5.00 / month per equipped port	\$3.00 / month per equipped port	\$2.50 / month per equipped port	\$50 / month per equipped port	\$100 one-time set-up fee
Voice Processina Svstems	1 Year	no charge	\$64.00 / month per equipped port	\$32.00 / month per equipped port	\$24.00 / month per equipped port	\$10.00 / month per equipped port	
Call Accounting Svstems	1 Year	no charge	\$120.00 / month	\$60.00 / month	\$48.00 / month	\$24.00 / month	
Plans do not include rate table update subscriptions							
Guarantee Major Fault Response Time	1 Hour	1 Hour	1 Hour	1 Hour	1 Hour	1 Hour	2 Hours
No incoming or outgoing calls No Internal Calls, Console Down Critical Phones Down - Customer defined							
Minor Fault	24 Hours	24 Hours	24 Hours	24 Hours	24 Hours	24 Hours	24 Hours
Moves and Changes	1-5 Business days depending on workload, parts availability and order complexity.						
Normal Coverage Hours	Hours	24 Hours	24 Hours	24 Hours	24 Hours	8 AM to 5 PM	8 AM to 5 PM
	Davs	7 Davs	7 Davs	7 Davs	7 Davs	Mon-Fri	Mon-Fri
	Holidavs	Included	Included	Included	Included	Not Included	Not Included
Services Included	Parts / Phones for MAC	10% Discount	10% Discount	10% Discount			
	Phone Cords	NO CHARGE	NO CHARGE	NO CHARGE			
	Preventative Maintenance	YES	YES	YES			
	Parts for Service	YES	YES	YES	YES	Per Visit Rate	Per Visit Rate
	Service Labor	YES	YES	YES	YES	Per Visit Rate	Per Visit Rate
	Remote Testing	YES	YES	YES	YES	Per Visit Rate	Per Visit Rate
	Remote Repair	YES	YES	YES	YES	Per Visit Rate	Per Visit Rate
	Remote Changes	YES	YES	YES	Per Visit Rate	Per Visit Rate	Per Visit Rate
	Allowance	4 hours free per month	4 hours free per month	4 hours free per month	None	None	None
	Work until Complete	YES	YES	YES	YES	YES	YES
	Service Activity Report	YES	YES	YES	YES	YES	YES
	Ongoing Training	30 hours/year	30 hours/year	30 hours/year	Per Visit Rate	Per Visit Rate	Per Visit Rate
	Network Consulting	30 hours/year	30 hours/year	30 hours/year	Per Visit Rate	Per Visit Rate	Per Visit Rate
	MAC (On-Site Moves and Changes)	Per Visit Rate	Per Visit Rate	Per Visit Rate	Per Visit Rate	Per Visit Rate	Per Visit Rate
	SERVICE FEE WAIVED	YES	YES	YES	YES	YES	NO

Services not Included	Moves and Changes. Faults or damage to EQUIPMENT caused by misuse, abuse, negligence, fire, Acts of God, work performed by non-FIBERNET personnel without FIBERNET's express written consent, failure of CUSTOMER to observe Environmental and Site Requirements including Power, Temperature and Humidity. Consumables such as printer paper and ribbons, batteries, and telephone designations and labels. Paging systems, wire and cable. ALL THESE SERVICES WILL BE BILLED ON A PER-VISIT BASIS REGARDLESS OF THE SERVICE PLAN.
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Per Visit Rates for services not covered on a Maintenance Plan

Type of Service	Rate	Minimum	Parts Pricing
On-Site Service / Repair on Per Visit Plans	Normal Hours 8AM-5PM M-F	1 hour plus travel	Moves and Changes New parts are installed unless refurbished (Exchange) parts are requested. New Parts Price List applies.
On-Site Moves And Changes on Any Plan	\$250 per hour		Per Visit Service Repaired parts are exchanged for defective parts unless part is damaged beyond repair, then new or refurbished parts are installed. Exchange Price List Applies.
Preventive Maintenance	\$30 Service Fee		WARRANTY All New or Exchange Pricing includes 30 Day Warranty.
Training	Overtime	2 hours plus travel	
Network Consulting	\$495 per hour \$60 Service Fee		
Remote Access for Service or Moves And Changes, On-site cabling	\$150.00/hour	15 minutes	

Remote Maintenance IP Address (Allworx. 3COM). Card (SX100/200) or Modem (SX200 Dicaital/SX2000) is required. Systems without Remote Access are charged an additional \$1.00 per port per month. 1-Jan-2011

The above rates assume that the system is in good working order and conforms to the manufacturer's standards for installation, routine maintenance and documentation. Dencom reserves the right to modify these rates in the event of sub-standard systems and to suggest any corrective action needed to bring a system up to standards. Dencom will perform that work on a Per Visit basis. Once system conforms to standards, Dencom will enter into a Maintenance Plan Agreement. Minimum billing for all Plans: \$64.00 per month.
*FIBERNET plan requires monthly minimum usage and annual commitment.