



VoiceCare & VideoCare Managed Service

CompleteCare ONE
(One Monthly Payment, No Additional Billing)

Service	Hourly	Basic	Pro	ONE
	No Agreement	Labor Only (24/7)	Labor & Parts (24/7)	Labor, Parts & MACs (24/7)
Remote Support	\$135/hr	FREE	FREE	FREE
Onsite Support	\$200 1st Hr \$135/hr Addt'l	FREE	FREE	FREE
After Hours Remote Support	\$202.50/hr	FREE	FREE	FREE
After Hours Onsite Support	\$267.50 1st Hr \$202.50/hr Addt'l	FREE	FREE	FREE
Project Labor-Remote/Onsite (Moves, Adds, Changes)	\$200 1st Hr \$135/hr Addt'l	\$100/hr	\$100/hr	FREE
After Hours Project Labor -Remote/Onsite (Moves, Adds, Changes)	\$267.50 1st Hr \$202.50/hr Addt'l	\$100/hr	\$100/hr	FREE
Service	Hourly	Basic	Pro	ONE
Discounted Hourly Labor Rate for MACs and Projects	N/A	●	●	Labor Included
Priority Scheduling for Maintenance, MACs and Projects	N/A	●	●	●
Remote and Onsite Maintenance of Server and Applications Does not include major system upgrades. (includes updates, patches, fixes, etc.)	N/A	● 24/7/365	● 24/7/365	● 24/7/365
Remote and Onsite Maintenance of Endpoints Does not include onsite at remote endpoint location.	N/A	● 24/7/365	● 24/7/365	● 24/7/365
Access to Customer Care via Phone and Email Available 8AM-5PM, Monday-Friday	N/A	●	●	●
Backup and Archiving of Server and Applications (where applicable)	N/A	●	●	●
No Charge for "No Trouble Found" Service Calls	N/A	●	●	Labor Included
Assistance Working with 3rd Party Service Providers to Remedy Issues	N/A	●	●	●
FREE Repair or Replacement of Defective Telephone Equipment Does not include damage due to Acts of God or negligence	N/A	N/A	Does not include Acts of God or Accidents	Includes Acts of God & Accidental Damage
Preventative Maintenance Onsite Visit Annual Scheduled Visit during Business Hours	N/A	N/A	N/A	Scheduled Annual Onsite Visit
Technology Refresh and Renewal After 2 years, add products/services for no increase in monthly recurring.	N/A	N/A	N/A	Add \$ available. Renew for 5 years.
Monthly Investment		<i>Month to Month</i>	<i>Month to Month</i>	<i>5-Year Term</i>
Endpoint = Phone (Desk, Cordless, Conf, Soft, Remote), ATA, Camera		\$2/Endpoint	\$4/Endpoint	\$6/Endpoint
CompleteCare Managed Service Program Monthly Investment	\$25 first site plus \$10 each additional site			
Manufacturer Software Maintenance is NOT included under VoiceCare Basic and Pro	Quote Software Maintenance Separately			Divide by 12 and Include in Monthly
If new or additional equipment is added to the voice system subsequent to the date of this agreement, those additions will be prorated during the current term. Peripheral "plug in" items such as headsets, dialers, UPS equipment, answering machines, analog cordless/wireless telephones, and the like, are not covered. Onsite visits do not include remote endpoint.				Additional Equipment will need to be added to the monthly agreement and added to the billing.
Terms: Prepaid by credit card or ACH monthly or check quarterly or annually. Billable labor invoiced in 30-minute increments with 1-hour minimum.				Rental Agreement