

KEEPING YOU CONNECTED

CUSTOMER CARE PLANS

SENSUS
Love your conversations.

SILVER CARE

An economical maintenance plan well suited for the customer with some technical knowledge. This service includes: unlimited telephone support, technical support, remote system access and testing, operational support, new product manufacturer warranty support, 24-hour video test point (video only), on-line support, extended warranty and advance replacement.

Recommended for:

Huddle Rooms

GOLD CARE

This service includes all listed in the Silver Maintenance, plus on-site technical support during normal business hours.

Recommended for:

**Conference Rooms
Boardrooms**

FEATURES	SILVER	GOLD
Unlimited Telephone Support	✓	✓
Technical and Operational Support	✓	✓
Remote Access and Testing	✓	✓
24 Hour Video Test Point	✓	✓
On-line Web Support	✓	✓
Coordination of Hardware and Software Warranty with OEM	✓	✓
Coordination of Software Updates with OEM	✓	✓
Coordination of Software Upgrades with OEM	✓	✓
Coordination of Advance Replacement with OEM	✓	✓
On-Site Technical Support 8 x 5		✓