



# GUARDIAN MAINTENANCE

## COMMUNICATIONS PROTECTED

Your business phone system is a critical component to your company's success. Protect your business from sudden downtime and unbudgeted expenses with Integra's Guardian Maintenance programs.

Integra includes a five-year warranty along with our Guardian Maintenance plans as a standard offering with all new phone systems. Whether it's guaranteed response times in an emergency (with non-performance penalties), or training for new employees, Integra's Guardian Maintenance is vital in achieving maximum performance from your telecommunications equipment.

### CHOOSE FROM TWO PLANS:

	Guardian Plus	Guardian Select
Service Availability	8am - 5pm, Monday - Friday <i>Additional hours billed at time-and-a-half.</i>	24 x 7 x 365 service
Priority Queue for Service Requests	Yes	Yes
Enhanced Power Surge Protection	Yes	Yes
Guaranteed Emergency Response <i>(Within Integra's Standard Geographic Area)</i>	2 Hours or Less <i>(or Integra will pay customer \$250)</i>	2 Hours or Less <i>(or Integra will pay customer \$1000)</i>
Non-Emergency Response Teams	24 Business Hours	24 Business Hours
Guaranteed Emergency Spare Parts Inventory	In Stock <i>(or Integra will pay customer \$250)</i>	In Stock <i>(or Integra will pay customer \$1000)</i>
Engineering Consultation Services	Limited <i>(services available upon request)</i>	Unlimited <i>(services available upon request)</i>
Annual System Certification	Not Included	One-year Included
Annual LAN Network Assessment	Not Included	For VoIP Enabled
Unlimited End-User Training on System Functionality	Integra Office	Customer Site
Discount on Additional Equipment Purchases <i>(during the term of the Maintenance Plan)</i>	5%	15%



Sign-up for one of our Guardian Plans at the price of a typical one-year maintenance plan and Integra will provide a three year parts extended warranty at no additional charge.

### ANNOUNCING GUARDIAN EXTENDED MAINTENANCE PLUS

If your phone system is already out of warranty, we are pleased to introduce our Guardian Extended Maintenance Plans. At the end of the first year, if you decide to discontinue your Guardian Maintenance Plan, you will still have two more years of parts warranty coverage to protect you.

