



# GUARDIAN MAINTENANCE

## BUSINESS TELEPHONE SYSTEMS

Your business phone system is a critical component to your company's success. Entrust Integra to protect your business from a sudden and lengthy downtime and unbudgeted expenses using our Guardian Maintenance programs.

Integra Telecom includes a five-year warranty and our best-of-class 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), to 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
<input checked="" type="checkbox"/> Service Availability	8-5, Monday-Friday Service Additional hours billed at time-and-a-half	24 x 7 x 365 Service
<input checked="" type="checkbox"/> Priority Queue for Service Requests	Yes	Yes
<input checked="" type="checkbox"/> Enhanced Power Surge Protection	Yes	Yes
<input checked="" type="checkbox"/> Guaranteed Emergency Response (Within Integra's Standard Geographic Area)	2 hrs. or less or Integra will pay customer \$250	2 hrs. or less or Integra will pay customer \$1,000
<input checked="" type="checkbox"/> Non-Emergency Response Times	24 business hours	24 business hours
<input checked="" type="checkbox"/> Guaranteed Emergency Spare Parts Inventory	In Stock or Integra will pay customer \$250	In Stock or Integra will pay customer \$1,000
<input checked="" type="checkbox"/> Engineering Consultation Services	Limited services available upon request	Unlimited services available upon request
<input checked="" type="checkbox"/> Annual System Certification	Not Included	One-year Included
<input checked="" type="checkbox"/> Annual LAN Network Assessment	Not Included	For VoIP enabled systems
<input checked="" type="checkbox"/> Unlimited End-User Training on System Functionality	Integra Office	Customer Site
<input checked="" type="checkbox"/> Discount on Additional Equipment Purchases (during the term of the Maintenance Plan)	5%	15%

TO LEARN MORE ABOUT INTEGRA GUARDIAN PROGRAMS, CALL 1-866-INTEGRA

### ANNOUNCING GUARDIAN EXTENDED MAINTENANCE PLANS

For businesses whose phone system may already be out of warranty, Integra is pleased to introduce our new Guardian Extended Maintenance Plans.

- >> 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.

And, 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.

