



Alarms Management

OTHER SUPPORT SERVICES (Direct Customers)

Travel Expenses

Travel expenses associated with on-site services are a separate charge. A quotation for travel and lodging is given at the time of order. These costs vary depending on the cost of travel, lodging, and length of stay required. Travel charges are invoiced after the services are delivered.

Item Number	Description	Price
RMTVL1	Actual and Reasonable Charges for Travel and Lodging	Custom as Required

Billable Maintenance Services

A suite of services is available for customers who choose not to purchase maintenance and for maintenance customers who desire on-site services.

Help Desk Support

MedTel Services provides Help Desk Support only for customers covered under a current maintenance contract agreement. MedTel Services Customer Service Engineers are available to answer technical questions and provide assistance. Examples of Help Desk support include problem resolution, in-depth diagnosis of problems, and advanced configuration adjustments.

On-Site Support

MedTel Services Customer Service Engineers are available on a time-and-material basis to visit your site and assist you. On-Site Support may include in-depth diagnosis of problems, advanced configuration, installation after a computer upgrade, or refresher training. Normal travel charges apply. Customers with maintenance agreements receive discounted rates for on-site services.





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OTHER SUPPORT SERVICES (Direct Customers) Continued

On-site Support for Customers Under Maintenance Contract

Item Number	Description
ISMMAINTDLY	On-site Support Monday - Friday 8:00 A.M. to 5:00 P.M. local time
ISMMAINTXDLY	On-site Support Weekends & MedTel Services holidays 8:00 A.M. to 5:00 P.M. local time
ISMMAINTOT	On-site Support Monday - Friday 5:00 P.M. to 8:00 A.M., local time over 8 hours
ISMMAINTXT	On-site Support Weekends and MedTel Services' holidays local time over 8 hours

On-site Support for Customers Under Maintenance Contract

Item Number	Description
ISMNONMAINTDLY	Weekdays 8:00 A.M. to 5:00 P.M. ONLY, no after-hours, weekends or holidays
ISMNONMAINTT&M	On-site support in excess of 8 hours per day