

PHONE SYSTEM SERVICE AGREEMENTS



GarberConnect's Phone System Service Agreements ensure your business phone system is operating properly when you need it. Choose the plan that best fits your organization and receive our assurance your equipment works for you.

Service	None	Elite
Customer Care Visit Alert	None	●
Annual On-site Customer Care Visit	T&M	●
Contact time in response to Emergency Call	8 hours	1 hour
Contact time in response to non-Emergency Call	8 hours	4 hours
Labor Rate for term of Agreement	No discount	discounted
Phone System Parts and Defective Equipment	No discount	discounted
Operator Error or No Trouble found during service call	No discount	●
Service Call caused by Telco Provider Error	No discount	●
Remote Programming & Support Discount	No discount	●
Phone System Consultation & Training	No discount	●
Local and Long Distance Provider Consultation	No discount	●
Discount on Phone System Software Upgrades	No discount	●
Provide Electronic User Guides upon request	No discount	●

GarberConnect Phone System Service Agreements are an annual contract which either party may cancel within 30 days of contract renewal. Agreements are invoiced annually or quarterly, depending on customer's preference and can be paid by check, credit card, or ACH payment. Please contact your GarberConnect representative for more information.

Contact one of our Sales Professionals to receive your custom rate for a GarberConnect Phone System Service Agreement.



What can you expect from our Annual Customer Care Visit

Visual Inspection

1. Inquire with staff to see if there are any existing problems or questions.
2. Perform a visual inspection of all devices, equipment, and cabling (where accessible) for signs of damage.

Phone System

1. Back up telephone system database and voicemail configuration and archive onto our server offsite for disaster recovery purposes.
1. Test CMOS battery to ensure system will retain all of it's settings in the event of a power failure.
2. Diagnose error logs and address any known issues and thoroughly diagnose and repair them.
3. Verify and perform software upgrades for phone system software and voicemail, if applicable.
4. Test system power, batteries, switches, and fuses and replace as needed.

Phone Sets & Equipment

1. Clean and verify operation of each telephone handset.
2. Complete a thorough analysis of the voicemail to ensure that everything is operating efficiently and correct if any discrepancies are found.
3. Ensure cordless phones are operable and batteries are charged (if applicable).

Training & Consultation

1. Consult with customer about expansion capabilities, feature enhancements, and cost effective telcom provider options that are available.
2. Train staff members to ensure efficient operation of features as requested.
3. Provide personalized documentation on the configuration of phone system features.
4. Complete Inspection Form and advise customer of any system repairs required.



GarberConnect is a leading partner in the Miami Valley and Columbus regions for Structured Cabling, Business Telephone systems, CCTV surveillance, Fire Alarm systems, Intrusion systems, and Fiber Optics.

Trusted, Responsive, Personal Service

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