

Blink Voice, inc. Maintenance Agreement

Business Name

 Contact Full Name

 Street Address

 Town, State Zipcode

 (XXX) XXX - XXXX



Phone System	Phone Model	# of Phones	# of Lines	Service Provider
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Standard Package ★	Premium Package ★★	Full Coverage Package ★★★
<ul style="list-style-type: none"> • Manufacturer Warranty • Remote Technical Support 	<ul style="list-style-type: none"> • Manufacturer Warranty • Remote Technical Support • Software Upgrades • Onsite Technician Support 	<ul style="list-style-type: none"> • Manufacturer Warranty • Remote Technical Support • Onsite Technician Support • Software Upgrades • Managed Service

Definitions
<p>Manufacturer Warranty - Covers all parts of phone system and phones. Parts will be shipped over night. Defective part does not need to be shipped out prior to replacement part.</p> <p>Remote Technical Support - Includes 8x5 Same business day remote technical support, diagnostics and remote programming. Support tickets must be submitted before 2PM EST.</p> <p>Onsite Technician Support - Includes 8x5 next business day onsite technician parts replacement, installation and programming. Support tickets must be submitted before 2pm EST.</p> <p>Software Upgrades - Includes software upgrades as they are released. This includes upgraded features and functionality.</p> <p>Managed Services - Includes complete management of phone system and service provider alike. Blink Communications Corp will become your main point of contact for any and all telecommunications issues.</p>