



## ***TERMS OF SERVICE MAINTENANCE CONTRACT***

### Introduction

Comm-Core renders inclusive support for all equipment covered under the VoIP maintenance contract.

### Terms and Conditions of Maintenance Contract:

The term of warranty contract commences at date of product deployment and continues for duration of the Agreement and any renewals.

### Advance Exchange Warranty (included with maintenance contract):

The advance unit replacement includes access to our technical support and problem escalation team for an unlimited number of incidents to include but not limited to on-going support for new staff training of virtual VoIP features and functions. Should our technical support team determine a replacement is necessary, a replacement unit will be shipped in advance based on shipping method that meets customer's operational objective. Provider will cover expense of ground shipping as part of agreement, escalated shipping will be rendered at Customer's expense. Customer will have 15 days to return the defective unit back to our repair facility with the enclosed return shipping label to avoid being charged for the replacement unit. Requests for this service processed before 2:00 PM EST will be shipped the same business day.

### General & Installation:

Shipping charges will be covered by provider via ground shipping for both outgoing and return shipping. Expedited shipping cost will be rendered at the expense of customer and invoiced on monthly VoIP statement.

Provider reserves the right to replace with a comparable substitute and utilization of refurbished equipment as part of the maintenance contract. Installation support will be rendered via remote help desk support unless otherwise specified in the MSLA. On-Site support is not included as part of this maintenance contract.

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