

## SERVICE PLANS

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### Platinum

Our premium service plan offers the highest SLAs compared to other coverage levels, including Next-Business Day Emergency Response, Unlimited Support, Preventative Maintenance, Preferred Labor Pricing, and Equipment Repair. Our Platinum service plan is offered annually or in multi-year terms.

### Gold

Our deluxe service plan offers a high SLA, including Next-Business Day Emergency Response, Unlimited Support, Preventative Maintenance, and Preferred Labor Pricing, but excludes Equipment Repairs. Our Gold service plan is offered annually or in multi-year terms.

### Silver

Our basic service plan is offered as a block of prepaid hours for labor that can be applied to Preventative Maintenance service and training.

### WarrantyPlus+

For unlimited remote support, next-business day emergency on-site response, and scheduled preventative maintenance. WarrantyPLUS+ runs concurrently with the Standard Warranty to provide enhanced offerings for the first year only.

## GLOBAL MANAGED SERVICES

Verrex offers a variety of service plans to increase the return on your investment, improve utilization and performance and extend the service life of the equipment. No matter your service plan, our goal is to see maximum uptime and minimum user frustration experienced.

A standard one-year warranty is provided on all new materials and labor supplied by Verrex. The warranty start date commences upon system acceptance or substantial use of the system (whichever occurs first). For larger, multiphase projects spanning several months, sectional warranties can be issued based on acceptance of a specified group of rooms within a phase once turned over for first use.

Verrex offers centralized and Remote Monitoring using the Utelogy platform bundled with our Platinum Service Plan and as an add-on option to our Gold Service Plan for an additional fee.

## WHY VERREX GMS?

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- Service 7x24x365
- 1-Hour Phone Support Response Time
- Unlimited Remote Support (except Silver)
- Unlimited Onsite Service Visits

# GMS EXTENDED SERVICES

SERVICES	SILVER	GOLD	PLATINUM
Global Service Desk	Best Effort	1-Hour Callback	1-Hour Callback
Remote Technical Support	Business Hours, M-F	Unlimited Business Hours	Unlimited*
Emergency Onsite Response	Best Effort	Next Business Day - Business Hours	Next Business Day*
Standard Onsite Response	3-5 Business Days	2nd Business Day	Next Business Day*
Verrex Service Visits	Based on Prepaid Hours	Unlimited	Unlimited
Preventative Maintenance (PM)	Based on Prepaid Hours	Two PM Visits (Annually)	Two PM Visits (Annually)
Equipment Repair Expense	Manufacturers Warranty (if applicable)	Manufacturers Warranty (if applicable)	Included
Remote Monitoring	Self-Service Level (Additional Fee)	Additional Fee	Included in Platinum Bundle
System Training	Based on Prepaid Hours	Up to 1-Hour (During any PM Visit)	Up to 1-Hour (During any PM Visit)
Completed Services Report	Excluded	Included	Included
Subscriptions	Coverage for Manufacturer Subscriptions/Devices/Mersive/Cisco/Poly		

\*Outside Business Hours - Need GMS Approval

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