



## **Life Line Service Agreement Benefits**

Our customers appreciate the pro-active approach we take to keep their systems in top condition, assuring years of trouble free operation. Wiz-tec Computing Technologies Inc. offers their customers the most comprehensive peace of mind in the industry – The Life-Line Service Agreement

### **99% Up-time Guarantee**

- ❖ WIZ-TEC guarantees that our Lifeline service is so powerful, that if there is ever a system failure relating directly to the hardware or software sold to you by Wiz-Tec, you are entitled to a free month of service.
- ❖ In order for the guarantee to be valid, the system must have shut down due to equipment failure, not a power outage or lightning strike, or any other act or god. Nor does Wiz-Tec insure against theft, vandalism, or mis-treatment of equipment.

### **Priority Service - 24 Hours a Day**

- ❖ Our technical staff are available for telephone support, remote maintenance and on-site service calls 24 hours a day, 7 days a week, 365 days a year. To keep your system in proper working order there is no charge for helpdesk calls provided you are a Lifeline customer, regardless of time of day.
- ❖ Service calls falling under the category of on-site maintenance will be billed at Life Line discounted rates.
  - 24 hour helpdesk service; next day remote service, 48 hour maximum on-site service.
  - Wiz-Tec on-site service does not cover travel time. Travel time is billed at the same discounted Lifeline Labor rate.

### **Advanced Parts Replacement**

- ❖ We will provide you with replacement parts for failed Wiz-tec system components deemed defective or in need of repair. Wiz-tec will provide "next day" replacement for any and all parts we carry in stock. If we do not have a part in stock we will order it from the appropriate manufacturer to be shipped priority courier for the next day's delivery.
- ❖ This service only applies to Wiz-Tec provided hardware and software, it does not include hardware or software provided by another source, unless agreed upon by Wiz-Tec and the Lifeline customer prior to signing a lifeline agreement, and must be included in the amendments to the Lifeline agreement.

### **Life Line Customer Status**

- ❖ As a Lifeline Customer, you will receive a special customer pin number to access our Customer Service Centre. You will receive guaranteed priority response times, on line service requests, and a dedicated account manager.
- ❖ Life Line customers will receive a special discount of **10% off our regular service rates.**

## **User and Administration Training**

- ❖ WIZ-TEC provides **free** training classes to educate new employees at the time of installation, and those that need further clarification on the use and administration of your system. Training is also available at our office to all employees and all training materials will be provided for a nominal charge. Wiz-Tec will charge a discounted hourly rate for additional onsite training after installation.

## **POS Trouble Shooting Resource**

- ❖ We use a variety of trouble shooting techniques that will assist you in identifying problems with services being provided from your POS system. When new POS services are being delivered to WIZ-TEC provided equipment, we will provide associated on-site trouble shooting free of charge, unless it is in relation to customization exclusive to the customer.

## **POS Services Portfolio Review**

- ❖ WIZ-TEC will perform a comprehensive review of your POS services, free of charge, versus current market prices and technologies. You may benefit with additional cost savings, and more efficient configuration of services. WIZ-TEC will provide this service anytime within the period of your Life Line agreement.

## **Dedicated Technician**

- ❖ WIZ-TEC will assign one senior technician to your account and will always attempt to schedule on-site service calls for that technician. This technician will understand the system as it applies to you and your business. Only in situations where scheduling conflicts cannot be resolved will we schedule another competent and certified technician to respond to your service request.

## **Preventative Maintenance**

- ❖ You will receive one annual preventative maintenance system check up for the equipment covered by the agreement.
  - Preventative maintenance will include but not be limited to system database review, proper system back up (four times per year) alarm log audit, and visual hardware inspection.
  - Upon completion, you will receive a **report card**.

