



Phenomenal Networks has built a reputation for designing the right system for your needs and we are pleased to also offer superior support and maintenance programs. These are structured at several levels to provide you with the best and affordable support option for your circumstances.

Please review the program below and decide if this option makes the most sense for your business. If you have any questions please call Sales at 952-818-3300.

Please initial the option and sign below. We will send you a signed copy with the contract number which will be your key information when you call for service.

PN SILVER CARE

\$750/month

This service is most applicable for low/medium availability operations and provides:

- 24 x 7 on-call support, phone or on-site as necessary
- Guaranteed return call within 2 hours of request
- Includes 4 technical support hours**
- Advanced technology certified engineer will be on site within 24 hours
- Unused hours in any one month may not be rolled over
- Extra hours required (over 4 hours) will be billed at:
 - \$185/hour normal weekday times*
 - \$277.50/hour weekday out of hours
 - \$370/hour weekends and public holidays

**** PN SILVER CARE - INTRODUCTORY OFFER (NEW CONTRACTS ONLY) ****
15 month contract—first three months at \$375 per month

Support Policy for Current customers without Phenomenal Care Contract

- Phenomenal will provide phone and e-mail support
 - We will respond within 4 hours of (Phone or E-mail) request
 - Normal working hours
 - \$187/hour for subsequent time spent on that call
 - Hours billed in one hour increments
 - Weekday out of hours
 - Minimum price \$500.
 - \$277.50/hour for subsequent time spent on that call
 - Hours billed in one hour increments
 - Weekends and Public Holidays
 - Minimum price \$500.
 - \$370/hour for subsequent time spent on that call
 - Hours billed in one hour increments

* **Normal Weekday**
 8.00 am – 5.00 pm Central — Hours include travel time from our office to your site

** **“Technical Support Hour” is measured (in one hour increments) as follows:**
 Normal weekdays = 1 hour,
 Emergency Only— Weekday out of hours =1.5 hours, Weekends = 2.0 hours



9800 Bren Road East, Suite 400
 Minnetonka, MN 55343
www.phenomenalnetworks.com





CONTRACT TERMS AND CONDITIONS

- Term of contract will be 12 months from date of signing except for :
 - Customer may terminate contract with 30 day written notice and upon payment of 50% of contract balance
 - Phenomenal may cancel contract with 30 day written notice if customer is delinquent on payment terms or abuses the above service options.
- Contract will be renewed automatically on a 12 month basis but Phenomenal reserves the rights to modify terms of the contract – such proposed modifications will be provided to customer in writing at least 60 days prior to end of contract period.
- Billing will be monthly, in advance, with payment due within 7 days of invoice date. Payments received after that time may be subject to a 2% late fee.
- Guaranteed monthly hours do not accrue but we recommend that you use any spare hours at the end of a month for system review and check by our engineers.
- Customer may upgrade to a higher contract any time during contract term and will be billed at the new monthly rate for the balance of the term

Please provide the service contract as designated above:

For Company Name Authorized by: Signature Title Date:	For Phenomenal Networks Signature Title Date
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CONTRACT NUMBER

**TO BE PROVIDED BY PHENOMENAL AT SIGNING OF CONTRACT.
PLEASE KEEP THIS NUMBER SAFE AND PROVIDE IT WHEN REQUESTING SUPPORT.**



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