

## ExtendaCare Standard Agreement

The following provisions are provided in the ExtendaCare Standard package:

**Free Remote Support (M-F, 8-5, excluding Federal holidays)** – during normal business hours, customers enrolled in this plan can receive unlimited telephone and web assistance at no charge, including moves, adds and changes to their system;

**Software Assurance Enrollment** – we are wrapping the Mitel Software Assurance Standard program into the ExtendaCare package, giving Extenda technicians access to Mitel technical support on the customer's behalf Monday through Friday between 8am and 4pm Pacific time;

**Free Software Upgrades** – Extenda will upgrade the software included in the ExtendaCare plan to the latest available version at no charge;

**Reduced On-Site Labor Charges** – ExtendaCare customers enjoy fixed onsite labor rates of \$124 per hour for visits between 8am and 5pm, Monday-Friday (excluding federal holidays) and fixing overtime and weekend labor charges at \$248 per hour, with off-hour (after hours and weekends) remote support billed at \$56 per 30-minute interval.

**Hardware and Software Discounts** – Extenda is providing a 6% discount to customers enrolled in the ExtendaCare Standard plan on purchases of additional hardware and software, net of any promotions and discounts offered by the manufacturer;

**Extended Warranty** – As part of the ExtendaCare Standard plan, Extenda is providing a warranty on replacement parts that have failed due to manufacturer's defect or age, and including one hour of free on-site troubleshooting and repair;

**Priority Service** – Customers enrolled in ExtendaCare Standard have service priority over cash customers;

## ExtendaCare Premium Agreement

The ExtendaCare Premium plan is designed for customers with extended hours of operation, a need for high priority service, and a desire to fix their ongoing service costs.

The following provisions are provided in the ExtendaCare Premium package:

**Free Remote Support (24x7x365)** – customers enrolled in this plan can receive unlimited telephone and web assistance at no charge, including moves, adds and changes to their system, with the sole

exception of Federal holidays;

**Software Assurance Enrollment** – we are wrapping the Mitel Software Assurance Premium program into the ExtendaCare package, giving Extenda technicians access to Mitel technical support on the customer's behalf, 24x7x365;

**Free Software Upgrades** – Extenda will upgrade the software included in the ExtendaCare plan to the latest available version at no charge;

**Reduced On-Site Labor Charges** – ExtendaCare customers enjoy fixed onsite labor rates of \$112 per hour, including weekends and after our standard hours of operation (8am to 5pm), with the sole exception being work performed on Federal holidays;

**Hardware and Software Discounts** – Extenda is providing a 10% discount to customers enrolled in the ExtendaCare Premium plan on purchases of additional hardware and software, net of any promotions and discounts offered by the manufacturer;

**Extended Warranty** – As part of the ExtendaCare Premium plan, Extenda is providing a warranty on replacing parts with no questions asked, with labor for troubleshooting and repair of defective equipment also provided free of charge.

**Priority Service** – Customers enrolled in ExtendaCare Premium have service priority over cash customers and customers enrolled in ExtendaCare Standard plans;