

TECHNICAL and OPERATIONAL ASSISTANCE OPTIONS

Once your free support period is over, we recommend you to subscribe to one of the following plans. By getting one of these plans in advance, you will be able to access our services much faster, once a need arises.

With these plans, **Tellimage** and **I-Reach** users can as well opt to get their support via the *Windows Remote Assistance* utility.

Toll Free number: 1-888-659-6362	PER INCIDENT PLANS		120 MINUTES ANNUAL PLAN	240 MINUTES ANNUAL PLAN
Plan Selection:	<u>Plan A:</u> 1 Call 15 Minutes 35.00\$ ¹	<u>Plan B:</u> 3 Calls 30 Minutes 65.00\$ ¹	<u>Plan C:</u> 120 minutes over 1 year 135.00\$ ¹	<u>Plan D:</u> 240 minutes over 1 year 235.00\$ ¹
Number of calls, included time and additional time:	One Call up to 15 minutes or up to 3 calls over 7 days 30 minutes total + 2.25 \$ / minute additional time if needed		Variable Number of Calls over 1 Year Cumulative time up to 120 minutes + 2.00 \$ / minute additional time if needed	Variable Number of Calls over 1 Year Cumulative time up to 240 minutes + 1.75 \$ / minute additional time if needed
Other included advantages:	- Call will not be counted if your Teledac unit is found defective and you send it to us for repair. - Normal repair delay, 5 to 10 days	- Call will not be counted if your Teledac unit is found defective and you send it to us for repair. - Priority repair delay, 1 to 5 days - 10% discount on parts and labour	- Call will not be counted if your Teledac unit is found defective and you send it to us for repair. - Priority repair delay, 1 to 5 days - 15% discount on parts and labour	- Call will not be counted if your Teledac unit is found defective and you send it to us for repair. - Priority repair delay, 1 to 5 days - 15% discount on parts and labour

Hours: Mon-Fri 9:00 am – 5:00 pm,
 Except vacation and public holidays.

We accept:    

To order: 1-888-659-6362 or general@teledac.com