

Hardware Maintenance Custom Service Solution

Specialized Computer System & Peripheral Hardware Service

Custom Maintenance Agreements

Multi-User Solutions (MUS) has provided the Unix community with an on-site hardware service offering since 1991. Service agreements range from labor only, to full on-site hardware maintenance, which include parts replacement and on-site labor. Depot and spare-in-the-air service programs are also available.

Annual Hardware Agreement

- Help Desk Assistance
- 1-Hour Response Time
- 8 a.m. to 5 p.m., Monday - Friday, Sites Local Time, excluding holidays
- Next-Day On-site Parts Replacement
- Same-Day On-site Repair Options
- 24/7 Coverage Options

Spare-in-the-Air - Logistics Support

- Configure Replacement Part/Unit
- Overnight Shipping of Part/Unit
- Retrieval of Defective Part/Unit
- Repair & Restock Part/Unit

On-site Service - Labor Only

- 8 a.m. to 5 p.m., Monday - Friday, Sites Local Time, excluding holidays
- Same-Day/ Next-Day On-site Service
- 24/7 Coverage Options

Help Desk Support

- 8 a.m. to 5 p.m., Monday - Friday, Sites Local Time, excluding holidays
- Certified Technicians
- 24/7 Coverage Options

Hardware Repair

- 3-Day Repair Time on most CPU's and Peripherals

Your hardware may currently be backed by a manufacturer's warranty, but what happens when that warranty coverage ends? You need the protection of fast, expert service technicians to get your system(s) and/or peripherals functioning properly.

With over 16,000 available service technicians nationwide, we have the knowledge and resources to provide unsurpassed hardware service.

On-line Call Tracking & Reporting

MUS offers an on-line, web-based call tracking feature that gives you 24/7 access to your account. You can log new service calls, check the status of open calls and review service history. Additional features include performance tracking and reporting.

We also:

- Provide you with an assigned Account Manager
- Maximize your IT investment by allowing you to concentrate on your core competency
- Efficiently manage maintenance service within a multi-vendor hardware environment
- Add value and assurance to your hardware investment

Pricing and available service options are based upon product(s), on-site response time and coverage periods required.

Date	Time	CustSite	Tech	Row#	Status	Date	Time	
1	01/03	12:40pm	WATERLIET PH	SK	60277	OPENED/RECORDED	01/03	12:40
2	01/03	11:31am	NORTH WALES P	DS	60274	C-Response To Site, 15	01/03	12:25
3	01/03	11:28am	THREE J PHARM	RM	60273	OPENED/RECORDED	01/03	11:29
4	01/03	11:27am	BOLLEVARD-PET	SK	60272	FE-Onsite ETA	01/04	3:00
5	01/03	11:25am	EDMUNDETEREN	SK	60271	FE-Onsite ETA	01/04	3:00
6	01/03	10:33am	MEDICINE SHOP	SK	60270	OPENED/RECORDED	01/03	10:33
7	01/03	10:18am	MEDICINE SHOP	SK	60269	FE-Onsite ETA	01/04	12:00
8	01/03	10:13am	MEDICINE SHOP	SK	60268	OPENED/RECORDED	01/03	10:13
9	01/03	10:03am	SHEPARD-CONN	PC	60267	C-Response To Site, 15	01/03	10:00
10	01/03	9:13am	FRANKLYNS PH	SK	60266	P-Parts Arrived Onsite	01/04	12:00
11	01/03	9:10am	WATERLIET PH	SK	60265	P-Parts Arrived Onsite	01/04	10:00



SERVICE LEVELS

Multi-User Solutions provides the highest quality of nationwide technology support solutions. Our approach is simple; we get the job done without disrupting our clients' operations. To accomplish this, MUS provides several levels of hardware maintenance service, including parts and labor to fit your business needs. See the matrix below for details.

Available Service Levels

24/7, Same Day - Help Desk Technicians are provided around the clock, everyday, including MUS holidays. When on-site service is needed, a Service Technician is scheduled to arrive on-site within 4 hours after remote problem determination is completed.

8/5, 4 Hour Response - The Service Technician is scheduled to arrive on-site within 4 hours after remote problem determination is completed. Service is provided Monday-Friday, 8 a.m. - 5 p.m., the sites local time, excluding MUS holidays. If a service request is received after 3:00 p.m. and it is determined that on-site service is required, the Service Technician will arrive the following business day.

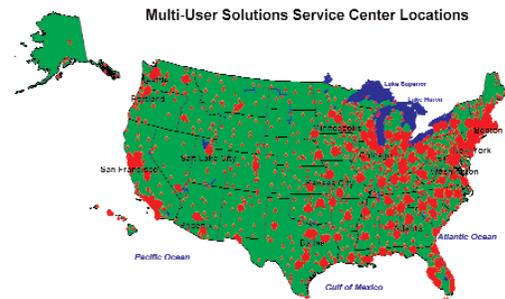
8/5, Next Business Day - The Service Technician is scheduled to arrive on-site, the business day after we receive your call. A business day is Monday - Friday, 8 a.m. - 5 p.m., the sites local time, excluding MUS holidays.

Hardware Depot Repair - Your chosen carrier picks up the product and delivers it to our depot repair center for service. Typically, we have a 3-day turnaround time on repairs. Product is returned to you by the carrier of your choice.

Spare-in-the-Air/Logistics - The Service Technician configures the replacement part. The part is then shipped overnight to the site. A Pre-paid Authorized Return Label is included with the replacement part. A carrier will pick-up the defective part and ship back to MUS. MUS will then repair and restock the item.

For service beyond the options listed above, contact your MUS sales representative toll free at (888) MUS-UNIX.

MUS Maintenance agreements are available for computer systems or equipment used solely for business, professional or trade purposes.



Corporate Headquarters
4350 International Blvd.
Norcross, GA 30093 USA
T: (888) MUS-UNIX
T: (770) 638-6999
F: (770) 638-6990
info@multiuser.com
www.multiuser.com

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