

Interwest Communications Partner Program Benefits

<b>Deliverables</b>	<b>Partner Program Warranty</b>	<b>Out-of-Warranty</b>
Response Time	2 Hours or Less	24 Hours
Remote Access Configuration	Configured at no Charge	Configured at Normal Rate
Cost of Replacement Parts	No Charge	Normal Material Price
Replacement Part Stock	Guaranteed	Subject to Current Stock on Hand
Labor Rate for MAC	\$75.00	\$85.00
Material Discount	-10%	N/A
User Training	Unlimited at no Charge	Provided at Normal Labor Rate
Telephone Company Coordination	Unlimited at no Charge	Provided at Normal Labor Rate
Technical Support	Unlimited at no Charge	Provided at Normal Labor Rate
Service Requests	Priority Service Queue	Standard Service Queue
Database Backup and Storage	Database Stored Off-Site	N/A
Routine Maintenance Site Visit*	Annual	N/A
Backup Battery Replacement	As Needed	N/A
Software Assurance	Included	Not Included

\*\*Routine Maintenance Site Visit includes software upgrade, backup battery testing, database backup, and system cleanup.