

Lifecycle Phases: Operations

MI Technologies' Customer Care Plans

Plan Element	TechCare™ Service Plan	TechCal™ Service Plan	AsRequired™ Service Plan
Calibration	Included	Included	Pay as you go (standard labor rate)
Scheduled Maintenance	Included	Included	Pay as you go (standard labor rate)
Repairs	Included	Pay as You Go (reduced labor rate)	Pay as you go (standard labor rate)
Travel Costs	Included	Included for Calibrations (Standard rates for repairs)	Standard rates
Field Response Priority	Top Priority	Second priority	Third priority

Note: Customers without an active service plan can obtain service after the standard warranty period through a time-and-materials service purchase order. Time and materials are billed at standard labor and travel rates.

TechCare™

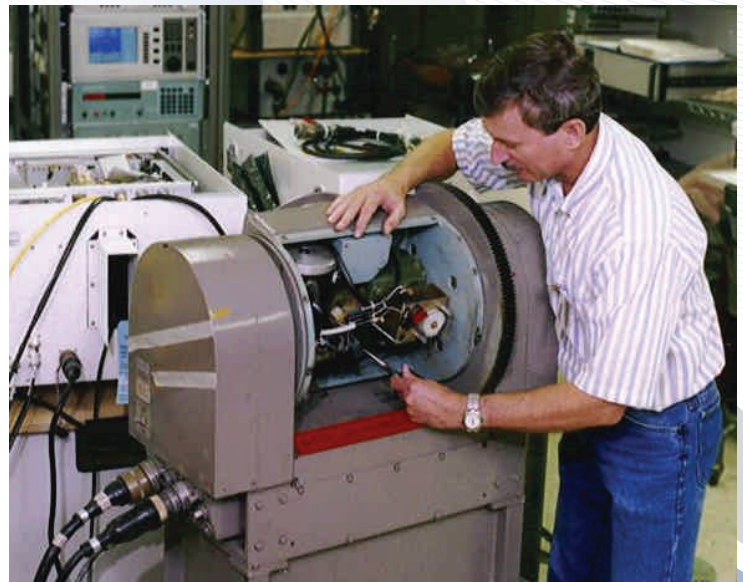
Designed for organizations whose range is critical to their organizations. This service plan assures maximum uptime and performance from MI Technologies' equipment. This fixed-price contract takes the guesswork out of maintenance budgeting by covering all the costs for calibration and for both scheduled and unscheduled maintenance. After you establish an initial purchase order, no other paperwork is required on covered products for the life of the TechCare™ contract. In the event of an equipment failure, simply notify MI Technologies' Customer Support Center. Contracted response time varies by location, but we typically provide a response time of 24-hours for locations within a four-hour drive of a service center, with a maximum response time of 48 hours.

Tech-Cal™

A flexible service plan designed for organizations with less-demanding requirements. This plan includes two scheduled on-site, fixed price visits per year for calibration and maintenance. Unscheduled maintenance, repairs and other requested service activities are charged at a discounted rate to help you control maintenance labor costs.

AsRequired™

Provides the flexibility to request maintenance or services whenever you require them. In general, there are no maintenance tasks scheduled under this service plan. AsRequired maintenance is billed at our standard rate, with an up-front contracted maximum amount. This economical plan enables you to keep your equipment properly serviced, but eliminates a budget commitment. At the same time, the plan saves days, even weeks, from the time required to coordinate the purchase order approval process.



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All products and their specifications subject to change without notice.

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