



## > Warranty and Maintenance Coverage

Your phone system purchase includes a full parts and labor warranty for one year (or as otherwise noted on the contract) from the date of installation.

At Preferred, we believe in offering the highest standards of quality to our customers. Our Warranties and Maintenance Contracts reflect our commitment by providing tangible money-saving benefits.

**Lightning** causes the highest costs of power surge damage to Louisiana customers—and our warranty coverage and maintenance contracts include coverage at no additional cost to you.



### Our warranty and maintenance coverage also includes:

- *All parts and labor to keep your telephone system and voice mail system, paging speakers and batteries in excellent working order.*
- *Priority 24-hour service response time for maintenance contract customers.*
- *All voice mail security code, name and notification changes are no charge.*
- *All phone support, including guidance on telephone system features and voice mail main greeting changes, personal mailbox set up, and other assistance.*
- *Annual consultation to review your telecommunication needs, including need for growth, to help you plan for the future*
- *No charge for service call outs when trouble is determined to be caused by dial tone provider.*
- *Our highly trained staff will work with you to coordinate service calls with your dial tone provider as needed*
- *Free user guides and training sheets*
- *Professionally printed phone labels*
- *Free replacement or longer handset cords and basecords*
- *Batteries on Battery Backup Systems replaced at no charge*

