

Cable Coverage

A maintenance upgrade that even trouble shoots cabling problems



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An Affiliate of **ISSI**

Overview

This upgrade to a Maintenance Agreement provides coverage of your cabling including trouble shooting, replacement, and repair of cable ends.

Features

All types of cable are covered:

- Short cables - These are generally ready-made cables. Includes diagnosis, repair and replacement.
- Easily accessible unexposed cables - This includes cables that have been run through easily accessible wire chases, or through and over suspended ceilings, where the total length from one device to another does not exceed 25 feet. Includes diagnosis, repair and replacement.
- Unexposed or inaccessible cabling - This includes cables that run through walls, conduit, and ceilings. We will diagnose problems and specify replacement needs and techniques for wiring through the wall. We will be responsible for cable ends, whether they are in electrical junction boxes, or "dangling".

Eligibility

Requires a Maintenance Agreement on system components (the main CPU or fileserver) or on all the peripherals.

Limitations

- Standard Maintenance Agreement limitations apply including abuse, misuse and natural disaster.
- Replacement of unexposed wire or cabling is excluded. We will identify problems, provide written and verbal instructions to cable installers or electricians, terminate ends, and reconnect equipment.
- Cable upgrades required because of system changes or improper original installation are not included.
- Pre-contract inspection is required prior to acceptance.

Pricing

Pricing is based on a charge per cable end each billing period ◆