

# Operator Assistance

*A program  
enhancement  
providing  
occasional  
assistance*



## **Overview**

This enhancement to a Maintenance Agreement is intended to cover good faith service calls which are remedied by providing you with assistance.

Despite our best efforts to screen your service requests, you may sometimes request service which is excluded from our standard service contracts. For instance, help with set-up keys on a terminal, improper front panel set-up on a printer, up-side down diskette, and other "problems" can look like hardware malfunctions to you. With Operator Assistance added to a contract, you can be assured that service requests of these sorts will not result in costly charges.

## **Features and Benefits**

- Broader coverage of system.
- Better budgeting control.
- Assistance for those things you only do occasionally.

## **Eligibility**

The equipment covered by Operator Assistance must also be covered by our Standard or Priority Response On-Site Maintenance Agreement.

## **Pricing**

Pricing depends on the dollar value of your Maintenance Agreement. Our sales representative can provide you with a price quote.

## **Limitations**

- Repeat service calls requiring the same operator assistance may result in limitations on further calls.
- You should expect to follow reasonable requests we make to help resolve a potential operator error.
- Operator Assistance is not intended as a substitute for employee training ◆

**EMF Inc.**

HEADQUARTERS  
60 FOUNDRY STREET  
KEENE, NEW HAMPSHIRE 03431  
603/352-8400 FAX 603/357-9442

An Affiliate of **ISSI**