

Priority Response

*Priority Response
- for mission
critical computer
systems*



EMF Inc.

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An Affiliate of **ISSI**

Overview

If you are running mission critical applications, Priority Response is a valuable upgrade to a Standard Response On-Site Maintenance Agreement. We'll re-direct a Field Engineer and expedite materials to your site to put you ahead of standard response customers.

Features and Benefits

- As a Priority Response customer, you come first. Our objective is to minimize your downtime.
- Priority Response Upgrade improves the response time of the On-site Maintenance Agreement to four business hours in Zones 0 & 1, five hours in Zone 2, six hours in Zone 3, and seven hours in Zone 4.
- The actual response time is usually *significantly* less than for a Standard Response Maintenance Agreement customer, because you are given real priority - even when we could meet our response time commitment without giving you priority.
- Priority Response and Standard Response can be mixed in the same Maintenance Agreement, but all parts of a unit must

be covered with the same response option. For example, a computer, all disk drives, the monitor, and any expansion cards need to have the same response. A printer connected to the computer could be covered with a different response.

Options

Highly critical situations may call for either two hour response and/or some form of guarantee (response time or uptime). Contact our sales representative if you have such requirements.

Eligibility and Pricing

Our sales representative or authorized reseller can provide you with a quotation, including equipment eligibility and response time.

Limitations

Does not include:

- abuse, misuse, and natural disaster (may be covered by your property damage insurance);
- software, operator error, and training;
- cleaning, factory recommended upgrades, and performance verification ♦