



MID STATES CARE



MAXIMIZING ROI ON YOUR TECHNOLOGY INVESTMENT

ENSURING YOUR INVESTMENT IS SERVING YOUR COMMUNICATIONS NEEDS

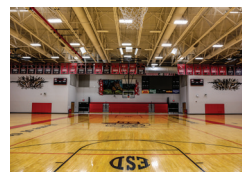
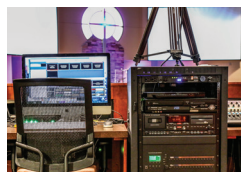
Your investment in communications technology provides the expected return when it functions as designed to meet your communications needs.

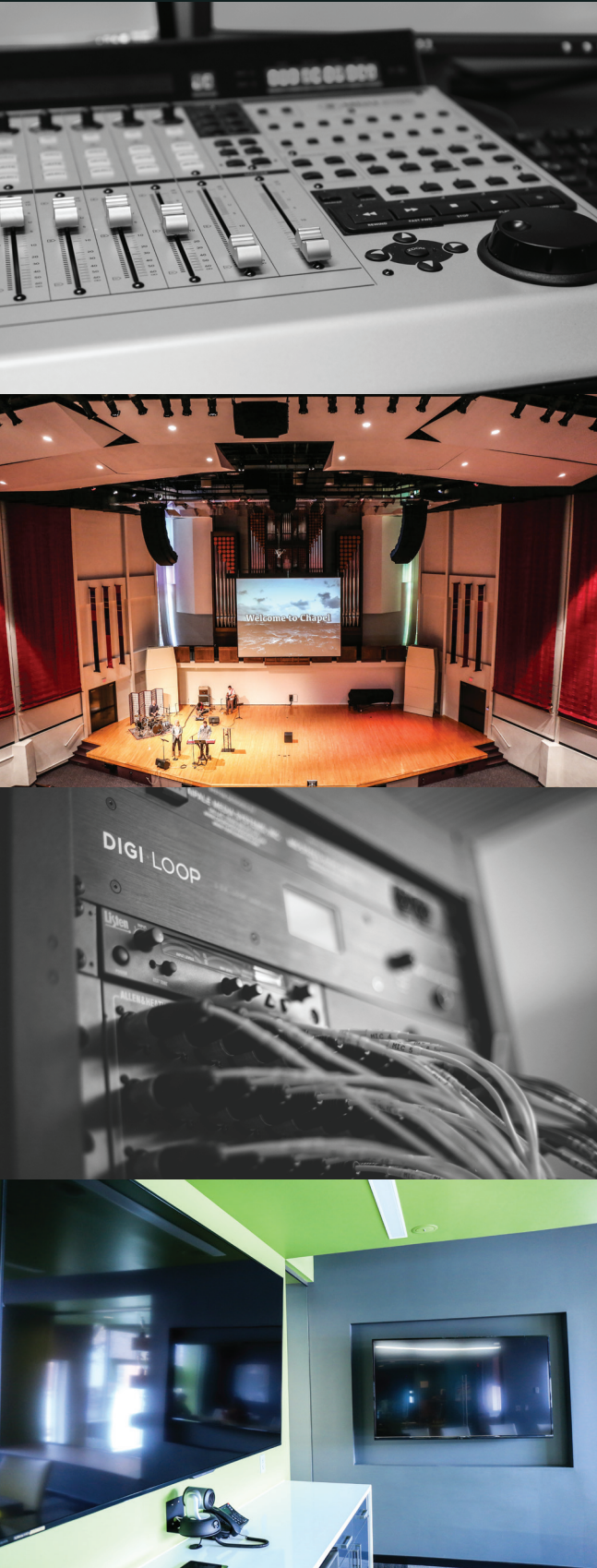
Whether a stadium sound system, sanctuary audio and video system, or a meeting, boardroom or classroom system, the Mid States Care program provides you the options of assuring your systems will be responsive when needed.

Through the Mid States Care program you receive all of the hardware, software, and service support your system requires with plans suited to your company's unique needs and circumstances. We ensure maximum return on investment and while minimizing your total costs of ownership.

Our Mid States Care program offers a wide range of support to suit your company's needs with two tiers of service options.

FEATURES	GOLD	PLATINUM
Service Level Guarantee	*	*
Unlimited Technical Phone Support	*	*
On-site Service/Response	*	*
Advance Parts Replacement Repair on Selected Equipment		*
Warranty Parts Replacement	*	*
Functionality Programming Changes		*
Software Updates and Upgrades	*	*
Annual Business Review	*	*
Guaranteed On-site Response Time	*	*
Preventative Maintenance Visit		*





STANDARD 90 DAY WARRANTY

Every integrated system includes a 90 day warranty. The warranty includes phone support and on-site service and travel during standard business hours. Repair of failed equipment is covered by the manufacturer's warranty along with all shipping costs.

GOLD SERVICE AGREEMENT

The Gold Agreement includes guaranteed response time, unlimited technical phone support, on-site support, labor to replace warranted items, requesting manufacturer advance replacement of warrantee items if required, and an annual business review to assist in your technology planning.

Preventative Maintenance Visit(s) can be added to this service level.

PLATINUM SERVICE AGREEMENT

The Mid States Platinum Service Agreement covers all items in a given room or room(s) as part of a larger system agreement. The Gold Agreement includes a guaranteed response time, an emergency number, and Mid States assumes all of the costs of parts and labor. We work with major manufacturers to facilitate rapid response for manufacturer warranted equipment.

Included in this agreement is a preventative maintenance visit (1 per year). The purpose of preventative maintenance visits is to minimize down time by detecting problems before they cause system failures. Included in a preventative maintenance visit is cleaning and adjusting of equipment, upgrading software/firmware, and checking functionality and returning to original specifications.

Platinum agreements also include up to 4 hours of re-programming control systems should you upgrade a specific component of the system or require minor functionality changes once in use.

PREVENTATIVE MAINTENANCE

The Mid States Preventative Maintenance Program gives you the confidence that your technology spaces are professionally maintained and will functionality is maintained at the level originally designed. Visits are scheduled at your convenience and can be conducted as often as you wish (1 per year, 2 per year, or more). Rooms can be flexibly scheduled on a room by room basis.

Each visit includes cleaning of equipment, lenses, filters, etc. It also includes updating firmware, making required adjustments, testing and restoring (if required) original functionality, replacing consumables* and updating system inventories and logs.

*All consumable items such as lamps, batteries, filters, if replaced are charged in addition to the maintenance visit.