

AteIPROTECT	PLAN LEVELS				
	1	2	3	4	5
Switch Equipment	✓	✓	✓	✓	✓
Feature Equipment		✓		✓	✓
Station Equipment			✓	✓	✓
Inside Wiring					✓

AteICARE	PLAN LEVELS			
	BASIC	VALUE	ENHANCED	PREMIUM
Three-hour Emergency Response	✓	✓	✓	✓
Next day Priority Response	✓	✓	✓	✓
Purchase Discounts		10%	15%	20%
Preventative Maintenance Visits		✓	✓	✓
Phone system configuration Backup		✓	✓	✓
Carrier Bill Review		✓	✓	✓
Over-The-Phone Tech Support			✓	✓
User Training			✓	✓
Designation Faceplates			✓	✓
System Time Change			✓	✓
Holiday Greeting Schedule Adjustment			✓	✓
Handset Cords				✓
Carrier Orders Processing				✓
Carrier-Related Service Calls				✓
No-Trouble-Found and User Errors service calls				✓
Third-party related Technician Waiting Time				✓
Accidentally Damaged Station Equipment				✓

NOTE: See Maintenance Plan documents for details.