

Sabre PC & Printer Hardware Maintenance Program



The easiest and most economical way to protect your agency's hardware investments while maintaining uptime and productivity.

Annual Break/Fix Packages

Small Agency
Support for:

- 1 PC
- 1 Ticket Printer
- 1 Invoice Printer

Package Price: **\$949⁰⁰**

Mid-Size Agency
Support for up to:

- 10 PCs
- 1 Ticket Printer
- 2 Invoice Printers

Package Price: **\$1,995⁰⁰**

Large Agency
Support for up to:

- 25 PCs
- 2 Ticket Printers
- 3 Invoice Printers

Package Price: **\$3,995⁰⁰**

Annual Break/Fix Costs

Aggressive Maintenance Prices reflect an average of 40% off List price. Maintenance price includes travel, parts and labor, except for consumable items. Minimum contract amount of \$500⁰⁰ per year.

Ticket Printers

Genicom ATB 1600	\$588 ⁰⁰
TI ATB 1600	\$588 ⁰⁰
IER 577	\$452 ⁰⁰
DataSouth Journey 242	\$149 ⁰⁰
DataSouth Journey ATB2	\$588 ⁰⁰

Invoice Printers

DataSouth A3300	\$288 ⁰⁰
DataSouth 242	\$288 ⁰⁰

PCs

Any Make PC and up to 17" monitor	\$108 ⁰⁰
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VPN	\$180 ⁰⁰
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Time & Material Charges

Repair Only

Price includes travel, parts and labor, except for consumable items.

Ticket Printer	\$410 ⁰⁰
Invoice Printer	\$375 ⁰⁰
PC	\$315 ⁰⁰
Nortel Box	\$915 ⁰⁰

Emulation Reload Only Call

\$85⁰⁰ Flat Rate

Installation Services

Ticket Printer	\$155 ⁰⁰
Invoice Printer	\$155 ⁰⁰
Office Printer	\$155 ⁰⁰
VPN Router	\$285 ⁰⁰
PC	\$155 ⁰⁰

To Purchase a Package, Arrange for Service, or for More Information Call

888-287-9202

*Please note that prices may be higher in remote areas. Prices effective 01/01/06.



DecisionOne
426 W. Lancaster Avenue
Devon, PA 19333
US Inquiries: (888) 287-9202
Canadian Inquiries: (800) 554-5179
www.decisionone.com

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Service Descriptions

● **PC Maintenance**

Includes:

- * Repair of failing hardware, including up to a 17" CRT monitor
- * Re-load of customer provided/licensed operating system and Sabre-specific applications in the event of a hard drive failure

Excludes:

- * Support of non-Sabre software applications (e.g. 3rd party software)
- * Failures due to mis-use or user abuse

● **Printer Maintenance**

Includes:

- * Repair of failing hardware
- * Preventive maintenance performed at time of repair event

Excludes:

- * User consumable items (e.g. toners, ribbons, ink, maintenance kits, etc.)

● **Networking Device Maintenance**

Includes:

- * Repair of failing hardware

Excludes:

- * On-site reconfiguration due to changing Internet Service Provider (ISP)

● **PC Install**

Includes:

- * Physical setup, connection and inspection of equipment
- * Load and configure Sabre Emulator
- * Functional testing of equipment
- * Resolution of "normal" installation problems, and notification to customer of "unusual" problems (e.g. design/engineering problems, shipment damage, etc.)

Excludes:

- * Resolution of unusual installation problems
- * Network cabling to PC location

● **Printer Install**

Includes:

- * Physical setup, connection and inspection of equipment
- * Physical inspection of equipment
- * Functional testing of equipment

Excludes:

- * Providing cables (user to supply these)

● **Device Move**

Includes:

- * Disconnecting device from current location/PC
- * Re-connecting to another PC/location within same building
- * Re-configuring on new PC

Excludes:

- * Moving from one physical address to another
(contact your DecisionOne Representative for complete moves of your office)



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