

APPENDIX D
SERVICE OPTIONS

If you have decided to have Digital Equipment Corporation maintain your system, Digital Field Service offers a flexible range of plans from which you may choose.

ON-SITE SERVICE

This service offers the convenience of repair service at your site and the insurance against unplanned and unbudgeted repair costs. For a small monthly cost, you can receive personal service from our service specialists. Usually, within a few hours of your call, a specialist is dispatched to your site with the necessary equipment and spare parts to give your equipment fast, dependable service.

Under basic service, full coverage is available from 8 a.m. to 5 p.m., Monday through Friday. Options are available to extend your coverage to 12-, 16-, or 24-hour coverage and to Saturdays, Sundays, and holidays.

If you need uninterrupted operations, choose DECservice, a premium on-site service that guarantees extra-fast response and nonstop remedial maintenance. The representative does not leave until the problem is solved.

Under basic service and DECservice, all parts, materials, and labor are covered in full.

CARRY-IN SERVICE

This service is for customers who don't need the convenience of on-site coverage, but do require the same fast, personal response, and the ability to plan their maintenance expenditures, at an lesser monthly cost than on-site service.

When a unit is brought to one of the 160 Digital Service Centers worldwide, you can be sure that your unit will receive expert repair service from factory-trained personnel. Your unit is guaranteed to be repaired within two days, normally within 24 hours. Carry-in service is available on selected terminals and systems. Contact your local Digital Field Service Office to determine if this service is available for your unit.