

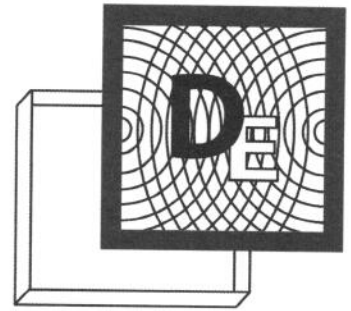
Business Telephone Systems

Sales-Service By

DIMENSION

(937) 426-9520

Since 1971 Communications is our business
4130 Linden Ave., Ste. 180, Dayton, OH 45432



INSTALLATION FORMALITIES

1. A dedicated **15 AMP, 120 volt AC duplex grounded outlet** should be installed within 3 feet of the KSU (Key Service Unit) by your company or authorized electrical contractor.
2. All schedules agreed to are contingent upon accident, delays, or strikes beyond our control.
3. A print or office diagram is needed to show us where devices will be located. Devices related to the phone system or devices using or sharing a phone line need to be noted. Working on, testing, or troubleshooting the non-phone system related device(s) is chargeable.
4. During the installation, we will need access to all areas where telephone, equipment or cabling resides. If areas are locked, the site contact will need to provide access.
5. Wiring, if included in the sales agreement or requested while on a service visit, will be concealed whenever conditions permit. If wiring is to be run through cement, stone, brick, cement block, tile, or other similar material, your company or contractor must cut through the openings. Otherwise there will be an extra charge to drill the necessary hole or holes to run the cable. When wiring must be exposed, it will be run in a neat and workmanlike manner. Patching and painting of walls and ceilings, if necessary, will be the responsibility of your company. Ceiling tiles may need to be moved. We are not responsible for tile damage. In addition, your company should cover sensitive equipment such as computers, work processors, printers, etc., to protect them from installation dust (which can be normal in even the smallest of installations). If wiring is to be in conduit that is more than 25' long, your contractor installing the conduit must provide a pull string.
6. Before we leave the site, we ask the customer do a walk through to make sure the wiring, cabling and installed equipment are correct and bring to our attention any questions or changes. We ask the customer to assist us in checking and testing to verify that all telephones are functioning correctly before leaving the site. Programming and testing may require additional service calls to the site and are chargeable.
7. Training for the new system will be the same day as the installation unless other training time is requested in advance.
8. Changes in equipment, locations, type, or system function or services after the work has been started or in the middle of the project will increase the cost. In order not to delay the installation process verbal estimates will be given when requested. The additional labor and material cost will be provided at the end of a project. Additional work will be billed at the prevailing rates for parts and labor. Our current labor rates for regular business hours are \$80.00 for the first hour or part thereof and \$80.00 for each additional hour billed in half-hour increments per person portal to portal. Minimum service call charge is \$80.00 plus a trip charge.
9. The new system box may require a public static IP address for IP functionality. Time spent on IP applications is chargeable.
10. It is the responsibility of the customer to insure the equipment belonging to or provided by Dimension Electronics, Inc. against loss or damage of any kind once it leaves our office. If Dimension is given equipment to repair, we are not responsible for loss or damage of the equipment. Contact your insurance provider for coverage.