

Platinum Support Service

The mission of Tellermate's Platinum Support Services is to provide consistent, responsive, high-quality support to all our clients. To accomplish this, Tellermate offers a worry free Overnight Advance Exchange with Help Desk support service:

Overnight Advance Exchange*

If a Tellermate unit malfunctions because of defects in parts or workmanship or damages that are due to accidental drops, spills or improper installation, Tellermate will overnight a replacement unit. To receive a unit the next business day (Monday—Friday), the service call must be received by 1 PM EST. When the replacement equipment is delivered, instructions and a pre-paid return label will be included for the return of the faulty equipment. If the equipment is not returned within 30 days, an invoice will be issued for the list price of a refurbished unit.

* Any unauthorized return will be subject to a \$100 handling fee.

Help Desk Support

Help Desk Support offers expert telephone support to those organizations without a level-one help desk. End users may call Tellermate directly for answers to questions, advice about the features of the Tellermate system, and for resolution of problems.

The Help Desk is currently available Monday through Friday, 8:30AM-8:00PM EST, excluding national holidays. Tellermate may make periodic changes to this schedule.

Who and What is covered?

Tellermate Platinum Support Services program is available for every Tellermate TY or TD Cash Management System originally purchased in the United States, Canada, or Mexico. The program, when purchased, covers the Tellermate TY Cash Counter, keypad, Tellermate TY-series printer, TY Power Supply, Tellermate TellerComK or the TD Cash Counter, and the TD Printer. Coverage begins on the date of the original purchase from Tellermate or authorized full line reseller, and extends for a pre-specified period of time. Coverage must be purchased with the equipment and is not transferable.

Items Excluded From Coverage:

- Equipment not provided by Tellermate.
- Units tampered with by unauthorized service providers.
- Lost or stolen equipment.
- Equipment damaged by catastrophic events.
- Broken cables, Hods, Batteries, Print heads,
- TellerCups and Coin scoops.

Provisions of this service offerings include:

1. Support programs are offered for three or five year terms.
2. Programs must be ordered at the time the "end user" purchases the equipment.
3. Payment for support programs is subject to the same terms and conditions as the equipment.

