

# MUZAK **QSR** PERFORMANCE SOLUTIONS

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## **COMPREHENSIVE MAX**

This is an advance replacement program covering the entire wireless system. Stores with failed equipment will contact Muzak's Drive-Thru Operations Center (DTC) 800 service line where we will troubleshoot to determine the nature of the failure. Once the defective item is identified we will provide an air shipment on standard business days (Monday – Friday) of a refurbished item to replace an eligible wireless system component. A freight carrier with a shipping label will make three automatic attempts to pick up the defective item(s) and return them to DTC. Freight is paid both ways by Muzak.

## **COMPREHENSIVE PLUS**

Same coverage as the Comprehensive MAX program with a limit of 5 radio exchanges per year. Unlimited exchanges on all other system-critical components.

## **COMPREHENSIVE**

Same coverage as the Comprehensive MAX program with a limit of 3 radio exchanges per year. Unlimited exchanges on all other system-critical components with the exception of underground loops.

• **STARTING AS LOW AS \$49.00/MONTH**

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## **EXPRESS MAX**

This program provides unlimited mail-in coverage on the non-critical components of the wireless system (headsets, belt packs and batteries) and advance replacement on the critical components. It also provides the added benefit of unlimited advance replacement exchange on the components that render the system completely inoperative. These include the base station, vehicle detector, battery charger and outside speaker and microphone. Once the new part is received at the customer's site, a freight carrier with a shipping label will make three automatic attempts to pick up the defective items and return them to DTC. Freight is paid both ways by Muzak.

## **EXPRESS PLUS**

Same coverage as Express Repair Max with a limit of 5 radio mail-in repairs per year. Unlimited exchange on all other system-critical components.

## **EXPRESS**

Same coverage as Express Repair Max with a limit of 3 radio mail-in repairs per year. Unlimited exchange on all other system-critical components.

• **STARTING AS LOW AS \$30.00/MONTH**

## **ON-SITE MAX** (Add-on programs)

While many repairs of wireless equipment and timers can be handled utilizing Muzak's telephone troubleshooting followed by the repair or exchange of a failed component, there are times when an on-site service call is required. Enjoy unlimited technician on-site service calls. Priority is given to clients covered on Muzak's maintenance service, at no additional hourly charge for the visit for service calls handled Monday-Friday, 8am-5pm local time.

## **ON-SITE PLUS**

Same coverage as the On-Site MAX program with a maximum of 4 technician on-site service calls per year.

## **ON-SITE**

Same coverage as the On-Site MAX program with a maximum of 3 technician on-site service calls per year.

• **STARTING AS LOW AS \$25.00/MONTH**

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## **SPEED OF SERVICE TIMER**

This is an advance replacement program covering qualifying timer systems in a store. Stores with failed equipment will contact Muzak's DTC 800 service line, where we will troubleshoot to determine the nature of the failure. We will provide an air shipment on standard business days (Monday – Friday) of a like-new or refurbished item (either partial assembly or complete unit) to replace a defective component. A freight carrier with a shipping label will make three automatic attempts to pick up the defective item(s) and return them to DTC. Freight is paid both ways by Muzak.

Should the nature of the failure be due to another system component or on-site loop wiring, the store will be given an on-site dispatch option (on-site charges billable by local affiliate).

## **SPEED OF SERVICE TIMER-WIRELESS SYSTEM**

(Add-on program) After selecting any plan, the store may add a qualifying timer system under the services provided by the selected plan.

• **STARTING AS LOW AS \$25.00/MONTH**