

Need Help With Your Travel Agency Computer Equipment?

Take advantage of a **BancTec Maintenance or Installation Service Contract**. Consider the alternatives when you need your equipment installed or repaired. BancTec offers responsive support across the Canada with a fully trained **field service staff** to respond to your support needs to get your equipment operational. BancTec has comprehensive installation and maintenance solutions to support your equipment.

**Do you want to know more?
See the BancTec Service Offerings Detailed below:**

Overview of BancTec Service Offerings

Installation Services	Time and Material Maintenance Services
<p>Typical services consist of the following activities:</p> <ul style="list-style-type: none"> • Receive Installation request from the Customer. • Schedule appointment with Customer and/or End User. • Work with Customer site representative to address any network connectivity as required. • Perform pre-installation survey if requested. • Unpack the System. • Connect components / peripherals: monitor, mouse, keyboard, speakers as appropriate. • Verify proper System operation and peripheral operation. • Connect to the network (if required). <ul style="list-style-type: none"> - Configure the System to the LAN/server. - Enter IP address. • Set up and test printing to dedicated or network printer, as required. • Run virus scan for PC's, if available from customer (If virus is detected, BancTec will alert Customer assigned representative). • Receive Customer sign-off. • Update the service request as "Complete". • Move packing materials and boxes to a central disposal location within the same building. 	<p>Typical services consist of the following activities:</p> <ul style="list-style-type: none"> • After customer notification of a problem, a service call will be established in BancTec's call management system to track the remedial repair activities • Any needed repair parts and the closest qualified field service technician will be identified for the service call • Restore to service of the problem equipment will be planned for the Next Business Day (NBD) when any parts are to be available • The BancTec assigned field service technician will make a phone call to the customer to set the estimated time of arrival (ETA) to complete the required remedial maintenance services • BancTec will respond to the location at the scheduled ETA between 8:00am and 5:00pm local time Monday through Friday (excluding holidays) and, using commercially reasonable efforts, will carry out such repairs as are necessary to repair the failing unit including: <ul style="list-style-type: none"> - Validate serial number. - Diagnose the fault. - Appropriately replace any defective part(s). - If the hard drive is replaced, BancTec shall bring the Equipment back to a network ready prompt. • Close the call in BancTec's call management system.

**For specific support needs, the BancTec Project Team is prepared to offer more details
Call Toll Free at (888) 211-7175**

Conditions of Service

Features	Service Feature Description	
Service Period	Monday through Friday, 8:00 am to 5:00 PM, local time excluding the holidays as observed in Canada.	
Response Time	Installation Services: Requests need to include a standard lead time from the planned installation date with a minimum of 10 business days. Expedite requests (e.g. those with less than the standard 10 business day notification) will be scheduled, but the actual schedule date will be based on a best available completion.	Maintenance Services: The response time for a telephone contact to the customer site representative will normally be the same day as scheduled in the Service Call record.
Technician On-Site Availability	Installation Services: Trip Fee per Technician Visit (Technician Trip Charge) Charge per trip/per technician for customer locations based on: <ul style="list-style-type: none"> • Zone 1 (0-80KM): \$96.73 CA\$ • Zone 2 (81-120KM): \$150.02 CA\$ • Zone 3 (121KM-200KM): \$222.43 CA\$ 	Maintenance Services: Estimated Technician Travel Time for On-Site Visit to customer locations based on: <ul style="list-style-type: none"> • Zone 1 (0-80KM): \$96.73 CA\$ • Zone 2 (81-120KM): \$150.02 CA\$ • Zone 3 (121KM-200KM): \$222.43 CA\$
Minimum Service Charge	Minimum Project Charge: \$145.60 CA\$	Minimum T&M Charge: \$145.60 CA\$
Service Charges	Installation Services: <ul style="list-style-type: none"> • Each installation service category is charged dependent on the specific scope of support requested. • The full installation service program and applicable rates are in the table below. 	Time and Material (T&M) Maintenance Services: Rates are as follows: <ul style="list-style-type: none"> • Standard Rate Per Hour (08:00 am to 05:00 pm Monday to Friday) \$77.62 • Weekday Overtime/After Rate Per Hour (05:00pm to midnight Monday to Friday) and Saturday \$116.42 • Sunday / Holidays Rate Per Hour \$148.59
Service Ordering	Installation Services: Complete the Installation Service Request Form and fax to (416) 977-1286 and mark to the attention of the BancTec Project Team	Maintenance Services: Complete the T&M Maintenance Service Request Form and fax to (416) 977-1286 and mark to the attention of the BancTec Project Team

Task	IMAC Task / Element	Rate during Normal Business Hours (in CA\$)
		Normal Business Hours are M-F from 8:00am to 5:00pm local time
	Hardware Equipment Install Services	
1	Workstation Install/Configure-On-site Software Load (Assume one CD Load)	\$77.62
2	Workstation Install/Configure to ISP	\$97.03
3	Configure/Connect Workstation to a single network shared printer.	\$19.41
4	Combined Printserver/Workstation Install/Configure	\$77.62
5	Combined Workstation/Modem Install/Configure	\$77.62
6	Itinerary/Impact/Message Printer Install/Configure	\$19.41
7	Laser Printer Install/Configure	\$38.81
8	Ticket Printer Install/Configure	\$77.62
9	On-Site Orientation (e.g. provide overview of printer lights, loading, and jams maximum 30 minutes)	\$38.81
10	Dial-up Modem Install/Configure	\$38.81
11	Dial Backup Modem Install/Configure	\$116.42
12	Ethernet Hub Install	\$19.41
13	SMC Router Install/Configure	\$38.81
14	Network Fileserver (Microsoft or Novell)/Configure (Assume Preloaded Software)	\$194.04
15	Document Printserver Install/Configure	\$38.81



Task	IMAC Task / Element	Rate during Normal Business Hours (in CA\$)
	<i>Normal Business Hours are M-F from 8:00am to 5:00pm local time</i>	
	Software Install / Upgrade Services	
16	Galileo Software Install/Upgrade - Existing Customer Workstation (Platform Independent) (1 or 2 units with one CD load per unit) with WIN95/98/ (Focal Point Net customers and Focal Point 3.x Dedicated IP Address Sites) - Focalpoint 3.x - Viewpoint 3.x - Relay 3.x - Scriptwriter Plus Run - Scriptwriter Plus Library	\$59.14
17	Galileo Software Install/Upgrade – Existing Customer Workstation (Platform Independent) (3 or more units with one CD load per unit) with WIN95/98 (Focal Point Net customers and Focal Point 3.x Dedicated IP Address Sites) - Focalpoint 3.x - Viewpoint 3.x - Relay 3.x - Scriptwriter Plus Run - Scriptwriter Plus Library	\$44.35
18	Galileo Software Install/Upgrade - Existing Customer Workstation (Platform Independent) (1 or 2 units with one CD load per unit) with Windows 2000/ME/NT/XP (Focal Point Net customers and Focal Point 3.x or Galileo Desktop Dedicated IP Address Sites) - Focalpoint 3.x or Galileo Desktop - Viewpoint 3.x - Relay 3.x - Scriptwriter Plus Run - Scriptwriter Plus Library	\$77.62
19	Galileo Software Install/Upgrade – Existing Customer Workstation (Platform Independent) (3 or more units with one CD load per unit) with Windows 2000/ME/NT/XP (Focal Point Net customers and Focal Point 3.x or Galileo Desktop Dedicated IP Address Sites) - Focalpoint 3.x or Galileo Desktop - Viewpoint 3.x - Relay 3.x - Scriptwriter Plus Run - Scriptwriter Plus Library	\$59.14
20	Galileo Partner/Branded Software Install/Upgrade/Configure – Existing Customer Workstation (Platform Independent) (1 CD Load per unit) GBO excluded	\$38.81
21	Galileo Software for ISP connectivity Install/Configure - Customer Workstation (Platform Independent) Reconfigure software for access to Apollo connection. Install VPN (virtual private network) software to access Apollo Network Servers	\$38.81
22	Install or upgrade to Galileo print manager (GPM) software to print tickets and itinerary from Apollo.	\$77.62
	Customer Owned Software Install	
23	-Microsoft Office	\$38.81
24	-Microsoft Other Application	\$38.81
25	-E-mail server Install/Configure	\$155.23
26	-E-mail client Install/Configure	\$38.81
27	-PC Fax Software Install/Configure	\$38.81
28	Operating System Install/Upgrade (Assume Microsoft Windows 95/98 to Windows XP) (Customer provided software)	\$77.62
29	Server Upgrade (e.g. to latest Microsoft product)	\$232.85
30	LAN Reconfigure (1 or 2 workstations - Reset IP address per unit)	\$38.81
31	LAN Reconfigure (3 or more workstations - Reset IP address per unit)	\$19.41
32	Customer Data Files Back-Up and Re-Install (Assume up to 30 minutes Field Engineer time at Location)	\$38.81
	Other Installation Services	
33	Site Survey New Customer Location Installation (requires Trip Charge)	\$166.59

Task	IMAC Task / Element	Rate during Normal Business Hours (in CA\$)
	<i>Normal Business Hours are M-F from 8:00am to 5:00pm local time</i>	
34	Site Survey Existing Customer Location Installation (requires Trip Charge)	\$104.50
35	Technician Trip Charge, if applicable within 80KM	\$96.73
36	Technician Trip Charge, if applicable within a 81-120km	\$150.02
37	Technician Trip Charge, if applicable within a 121-200km	\$222.43
	Hardware Swaps (customer provided hardware)	
38	Printer Swap - De-install Old, Install replacement	\$58.22
39	Ticket Printer Swap - De-install Old, install replacement	\$77.62
40	Workstation Swap – De-install Old, install replacement	\$120.12
41	Monitor Swap (De-install old unit/replace with new)	\$19.41
	De-Installation/Deautomation	
42	De-installation Workstation/Gateway/ Fileserver (without packaging)	\$38.81
43	De-installation Ticket Printer (each without packaging)	\$38.81
44	De-installation Other Printer (each without packaging)	\$38.81
45	De-installation network device (each without packaging)	\$19.41
46	Dial Backup Modem De-Install (including any re-configuring for direct connect)	\$58.22
47	Install customer owned/supplied DSL or Cable modem. Installation will include working with ISP to ensure Internet connectivity not to exceed one hour.	\$77.62
	Hardware Upgrades (customer provided hardware)	
48	Workstation Hardware Upgrade – memory added to the CPU motherboard (1 or 2 units at a single location)	\$77.62
49	Workstation Hardware Upgrade – memory added to the CPU motherboard (3 or more units at a single location)	\$59.14
51	Workstation Hardware Upgrade – hard drive added to the CPU internally with operating system but not including any user data transfer (1 or 2 units at a single location)	\$97.03
52	Workstation Hardware Upgrade – hard drive added to the CPU internally with operating system but not including any user data transfer (3 or more units at a single location)	\$77.62
53	Workstation Hardware Upgrade – option card added to the CPU internally includes loading config files (1 or 2 units at a single location)	\$77.62
54	Workstation Hardware Upgrade – option card added to the CPU internally includes loading config files (3 or more units at a single location)	\$59.14
55	Install a Multi-Port Serial Card (SIIG – 4 serial ports) supplied by Galileo in a desktop computer (applies to add multiple printers to a single desktop PC)	\$77.62