# UX Communications Hardware Maintenance, Responsibility Waiver & BETA Testing

## $75 Monthly Maintenance Fee – System Maintenance

- This maintenance fee includes issue diagnostics. If repairs are necessary, the customer will bear the cost of parts.
- Labor and diagnostic services are covered under the monthly maintenance fee.
- If the customer chooses not to opt for this maintenance plan, UX Communications assumes no responsibility for the maintenance and upkeep of the PBX.
- The customer agrees to assume liability for any downtime associated with this hardware.

## Customer Provided Modem (BYO MODEM)

Hourly Maintenance Fee – $175 per Hour (Ex. GST)

- For customers using their own modem, maintenance and issue diagnostics will be charged at a rate of $175 per hour, excluding GST.
- If repairs are necessary, the customer will bear the cost of parts in addition to the hourly labour rate.
- UX Communications assumes no responsibility for the maintenance and upkeep of customer-provided modems.
- The customer agrees to assume liability for any downtime associated with this hardware.

## Upgrade Option

- Alternatively, please speak with our team to upgrade your hardware as per our recommendations. Upgrading ensures optimal performance and reliability, reducing the risk of downtime and maintenance issues.

## UXONE Beta Testing Acknowledgement

- MMS is not available
- SMS will not sync between devices (i.e., Mobile app and Desktop app)
- Messages will not be visible on the PBX back end due to security encryption
- Message history may be removed

Signature:

Name:                                                                    Date: