

DECmailer

This service is for users who have the technical resources to perform first-line maintenance themselves. DECmailer customers can troubleshoot, identify, and isolate component(s) that caused the problem and mail it to our Customer Returns Center. Here, the module receives expert repair and is mailed back to you within five days. With DECmailer service, you are charged for each use, rather than a monthly rate.

PER CALL SERVICE

This service is for users who wish to establish a maintenance program on a noncontractual, time and materials cost basis. It is available with either on-site or carry-in service, and is appropriate for users who have enough expertise to perform first-line maintenance, but may occasionally need more support from Field Service.

PER CALL

This service is offered as a supplementary program for Basic Service Plan Customers who need remedial maintenance beyond their contracted hours of coverage. In this case, however, there is no charge for materials.

ON-SITE PER CALL SERVICE

This service is provided on a best-effort basis, with a normal response time of two to three days. It is available 24 hours a day, seven days a week.

CARRY-IN PER CALL SERVICE

Service is available during normal business hours, with a turnaround time of two to three days.

For more information about these Digital Service Plans, their prices, and special rates for volume customers, contact your local Digital Field Service Office. Call one of these numbers for the location of the Digital Field Service Office nearest you.