



PHILIPS

Why Have A Technical Support Agreement on your Digital Dictation System?

Technical Support Agreements give you a worry-free workplace. As your Technology Partner, Hofstetter undertakes to keep your workplace “up and running productively” to ensure you, our valued customer, peace of mind. For a cost of \$249.00 per 3-year agreement, per unit, (or about \$1.60 per week), Hofstetter provides:

- ❖ Priority Customer Servicing Response
- ❖ Technical repair or hardware – Parts & Labour.
- ❖ Technical support on-site, via PC remote session or by telephone as required.
- ❖ Hofstetter’s Dragon Certified IT specialists.
- ❖ All firmware & software updates for the period are included.
- ❖ All travel & freight charges, [*in G T A*] are included.
- ❖ Hofstetter “Customer Support & Training Notes” are available for any specific concerns.
- ❖ Subscription to Hofstetter’s quarterly Speech Technology Newsletter.