

## Switch2 Metering and Reading Support and Extended Warranty Contracts



Switch2 Support comprises a number of different support-levels, this means that the individual customer can change to the solution that suits them. Clients that take out a support subscription can have access to the following options:

- Help with software problems, via telephone or e-mail
- Continuous advice relating to system applications
- Discounts on other services
- Automatic software updates, excluding installation
- Regular inspection of AMR system and software housekeeping
- On-line program support including software and modem
- Help with installing software if not already installed
- Meters and meter reading equipment receive extended warranty.

Switch2 AMR Support can comprise of:

- Telephone support in relation to remote reading.
- Annual site inspections and system maintenance.
- Extended warranty on meters and meter reading equipment

Our solution is designed to help you maximise your investment in metering and ensure that the benefits associated with metering are maintained.

This offer is available to client's using any Automatic Meter Reading system supplied by Switch2 Energy Solutions or other suppliers including RADIO, MBUS or MAINS BORN systems.

Switch2 Support can, depending on the level you choose, guarantee that we will begin solving your problem within 24 hours. If it is not possible to solve the problem by phone, a support technician can assist on-site. If you subscribe to Switch2 Support, you will be guaranteed a discount on the usual hourly rate.

Normal Service hours:

Monday to Friday 9.00am to 5.00pm

Benefits:

- Access to competent personnel
- Optimal support, tailor made to suit your needs
- Up-to-date software
- Continuous advice in relation to system application