

Brother Service Programs
State of Texas Contract DIR CPO 5421

Service Program for outright purchase of Brother devices

The State of Texas will be enrolled in Brother International's "Priority Support Program". The "Priority Support Program" provides the highest level of service and support beyond what standard customers currently receive.

PROGRAM OVERVIEW:

Brother is dedicated to identifying unique customer needs and delivering customized solutions to maximize your organizations business potential. Brother's Priority Support Program ensures customer needs are accelerated through using our "at your side" philosophy. Brother technical and sales support teams are available to provide in depth product knowledge, support, and sound advice to meet your organization's needs.

This is an invitation only program offered to our largest government, education, and corporate clients.

KEY PROGRAM BENEFITS:

Priority Product Exchange

Overnight shipping for warranty related issues. Brother covers shipping costs both ways, including label and packing materials with replacement unit.

Dedicated Support

Direct phone support for product troubleshooting and general inquiries by knowledgeable representatives dedicated to Brother Priority Accounts

Quality Management

Continuous proactive incident review and analysis to ensure Brother products and services are meeting expectations.

Help Desk Training (if applicable)

Free and flexible help desk training offered for your Brother product(s) completed via web conferencing for accounts with a dedicated help desk.

Infrastructure Optimization Assessment

Our team of field engineers, sales support, and technology experts can collaborate with you to evaluate your document management infrastructure and provide an in-depth report which can be utilized to understand your organization's total cost of ownership. The Brother field team can help calculate the extent of savings your organization can expect by implementing Brother technology, customizable solutions, while right sizing your imaging and printing environment to drive measurable improvements within your organization.

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Procedure for troubleshooting and diagnosing Brother device issue

1. Brother will provide State of Texas customers a dedicated toll free 800 number for support **800-947-2109**, for general assistance, problem isolation and to initiate an advanced express exchange. This number is staffed between the hours of 9 am EST and 8 PM EST.
2. Upon calling the dedicated service number, State of Texas customers will identify themselves to customer service as a "Priority Support Customer".
3. Brother customer service representatives will perform standard troubleshooting procedures for every device and shall work with the end user to try and diagnose and correct the issue via telephone support.
4. End Users will supply Brother customer support representatives with all required information to confirm product failure and to process an express exchange of the defective device.
5. If telephone support is not successful in resolving the issue, Brother customer support representative will arrange for "Express Exchange Service" to be processed and provided.

Express exchange service will be expedited next business day. The exchange of any non-working Brother product for a replacement device occurs for calls received by 4:45PM EST Monday through Friday. Replacement device will be shipped overnight to the end user free of charge by Brother for next day arrival.

For calls received after 4:45PM EST (Monday through Friday) troubleshooting will still be performed in an effort to resolve the issue via telephone support. In the event support is unable to resolve the issue, an express exchange will be processed the following business day for next day arrival.

6. When end user receives the replacement product, end user shall use the prepaid shipping label provided by Brother to return the original product within ten (10) business days. End user is responsible for following all return instructions provided by Brother. The original, defective product must be returned in the same shipping carton as the replacement product. End user should retain all original, non-defective accessory items.

Warranty Verification:

1. No proof of purchase will be required to verify warranty status.
2. State of Texas DIR end users will be required to provide the applicable serial number(s) of the product(s).
3. The product will be considered "in warranty" if the serial number is **within 18 months** from the date of serial number manufacture. As part of the "Priority Support Program", we offer an additional 6 months of warranty from date of serial number. Standard customers receive 12 months from date of purchase.

Call tracking procedure:

- All service calls into the "Priority Support Program" are tracked with a case number and that case number is provided to the end user. Upon request, service and call history can be provided to the requesting agency.

Frequency of Reports:

- If requested, Brother International can provide a swap history report on a monthly basis to the State of Texas. This report identifies the agency initiating the swap, model being swapped, serial number of the machine, and serial number of the replacement machine.

After hours call procedure:

- Our "Priority Support Program" service line is staffed from the hours of 9 AM EST to 8 PM EST. In the event service is requested after hours, customers can call the "Priority Support Program" hotline and leave a message. Calls will be returned the next business day. If troubleshooting is required after 8 PM EST, support is available through our standard customer service number at **1-877-BROTHER**.

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Service Program for lease / rental of Brother devices

The State of Texas will be enrolled in Brother International's "Priority Support Program". The "Priority Support Program" provides the highest level of service and support beyond what standard customers currently receive.

PROGRAM OVERVIEW:

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This is an invitation only program offered to our largest government, education, and corporate clients.

KEY PROGRAM BENEFITS:

Priority Product Exchange

Overnight shipping for warranty related issues. Brother covers shipping costs both ways, including label and packing materials with replacement unit.

Warranty Extension

Upgraded warranty extension on each select hardware unit to cover up to three full years of service under a 36-month lease / rental term. Additional 4th and 5th year warranty extensions can be added.

Dedicated Support

Direct phone support for product troubleshooting and general inquiries by knowledgeable representatives dedicated to Brother Priority Accounts

Quality Management

Continuous proactive incident review and analysis to ensure Brother products and services are meeting expectations.

Help Desk Training (if applicable)

Free and flexible help desk training offered for your Brother product(s) completed via web conferencing for accounts with a dedicated help desk.

Infrastructure Optimization Assessment

Our team of field engineers, sales support, and technology experts can collaborate with you to evaluate your document management infrastructure and provide an in-depth report which can be utilized to understand your organization's total cost of ownership. The Brother field team can help calculate the extent of savings your organization can expect by implementing Brother technology, customizable solutions, while right sizing your imaging and printing environment to drive measurable improvements within your organization.

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Warranty Verification:

1. No proof of purchase will be required to verify warranty status.
2. State of Texas DIR end users will be required to provide the applicable serial number(s) of the product(s).
3. The product will be considered "in warranty" if the serial number is **within 36 months** from the date of serial number manufacture. As part of the "Priority Support Program", for lease / rental of devices we offer upgraded warranty extension on each select hardware unit to cover three full years of service.

Call tracking procedure:

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Frequency of Reports:

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