

CrossPoint

Connect, Inc.

SERVICE AND MAINTENANCE AGREEMENT

Town of Marbletown
 1925 Lucas Ave.
 Cottekill, NY 12419

Phone: (845) 687-7500
 System: ESI CS200 Digital Telephone System and Voice Mail

Period Covered: Dec. 21, 2021 – Dec. 21, 2022

	Description	Tel Units	Total \$ per mo.
22	48 Key IP Full Duplex Display Phones		Not covered
1	CS200 Microprocessor & Power Supply		Not covered
1	ESI Voice mail w/8 port & 140 hours voice storage.		Not covered
	The following equipment exists and is not covered under the contract price: All processing cards for lines & ext.		
	SERVICE CONTRACT PRICE		\$400.00
	TOTAL CONTRACT PRICE		\$400.00

Preferred Payment Schedule () Semi-annual () Annual

Upon receipt of the signed acceptance and appropriate remittance, the maintenance contract will go into effect. A copy of the signed contract will be returned to you with the invoice for the face amount of this contract. A Statement will be provided indicating a declining balance, if any.



 CROSSPOINT CONNECT, INC.

 SIGNATURE OF ACCEPTANCE

SERVICE AND MAINTENANCE AGREEMENT – STATEMENT OF CONDITIONS

Acceptance of this agreement between
CROSSPOINT CONNECT, INC.
(hereinafter known as “The Company”)
And
TOWN OF MARBLETOWN

The annual service and maintenance of the telephone system described in Service Agreement will be governed by the following conditions herewith set forth.

1. The Company agrees to provide parts and labor necessary for the proper operation of the system as described in the agreement.
2. All major service interruptions shall be answerable by the Company within four hours of initial call. Minor service requests or service interruptions due to inoperable features of the individual station equipment, devices, etc., shall be answerable within the next two business days.
3. All reasonable effort will be made to determine the nature of the defect or breakdown in order to classify the cause coverable under this contract as fair wear and tear versus misuse, abuse, accidental causes, civil commotion, riot, fire, flood, lightning, etc.
In all cases of piece, part or major component exclusion, the Company will make every reasonable effort to provide manufacturer’s parts, speedy repair under the fixed yearly labor factor.

All requests for add-ons, moves and/or changes not considered under maintenance. They will be considered for discount and shall be separately invoiced under our present labor charge plus material.

ADDENDUM: The manufacturer has recommended a replacement program for hard drive/voicemail after 5 years.

EXCEPTIONS: Answering Machine, UPS, AC Surge Protector, Headsets, Cordless Phones, Bases, Line Sharing Device, Paging Equipment, software, telephone line trouble from customer’s provider (telco).

Crosspoint Connect, Inc.

Town of Marbletown

Kathleen M Gordon 11/5/21

Signature Date

Signature Date