



NINE-ONE-ONE
COMMUNICATION SUPPLY INC.

REQUEST FOR TECHNICAL ASSISTANCE

Please note that Nine-One-One provides free technical support to all of its Ericsson-LG dealers during normal business hours (08:00-16:00 – Mon-Fri MDT). This form is only for on-site assistance or additional after-hours support.

Dealer Company Name: _____

Contact: _____

Cell Phone Number: _____ **Email:** _____

Date/Dates Required: _____

Hours Required: _____

Type of System (Please tick appropriate box):

iPECS-LIK iPECS-eMG80 iPECS-MG iPECS-CM

Type of Assistance required (Please tick appropriate box)

On-Site After-Hours Remote/Email Installation

Customer name: _____

Installation location: _____

Please fill in the required information above. Requests for assistance for new installs must be received with a minimum of **three days** notice.

On-site technical installation assistance will be provided at an hourly rate of \$125.00 between the hours of 8:00 A.M. and 4:00 P.M., Monday to Friday and \$185.00 per hour for assistance scheduled outside of these hours including weekends and holidays. This price does not include travel, meals, accommodation or additional parts. Should you require assistance **OUTSIDE** of Calgary please contact us and we can arrange a price.

Please scan and email the completed form to: 911support@nine-one-one.ca or fax it to the attention of Jesse Foster at (403) 253-3471. Upon receipt of your request, we will provide a cost quotation. The assistance will be scheduled upon receipt of your signed acceptance of the quotation.