



**NINE-ONE-ONE**  
COMMUNICATION SUPPLY INC.

## REQUEST FOR TECHNICAL ASSISTANCE NON-TRAINED Ericsson-LG Dealers

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](mailto: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.