



## e-SERVICE SELECT

### TOSHIBA'S VIP SERVICE OPTION

We understand things can go wrong at the worst possible times. With Toshiba's remote e-Service Select, your organization skips to the front of the line and receives instant help desk support from our knowledgeable team. Receive unlimited support on printing and scanning service calls related to connectivity issues, from your PC to your MFP. All calls will be handled by TBS certified specialists working with your staff.

#### **WITH e-SERVICE SELECT, YOUR ORGANIZATION RECEIVES VIP SERVICE FOR ALL END USERS IN A COST-EFFECTIVE MANNER CUSTOMIZED TO YOUR FLEET AND BUDGET**

Toshiba e-Service Select means:

- ✓ VIP service for all end users
- ✓ Separate live chat portal for all members
- ✓ No charge for unlimited remote sessions and support for your MFP
- ✓ Unlimited access to how-to library archives
- ✓ Unlimited support on all Toshiba embedded apps, such as e-BRIDGE Global Print
- ✓ One flat rate per device
- ✓ Contract covers assistance for all MFP end users
- ✓ Toshiba's Total Quality Commitment Guarantee

#### **e-SERVICE SELECT INCLUDES:**

All parts and labor for repairs and maintenance necessitated by normal usage of the controller, memory, printing systems, drivers, CD ROM drivers, network harnesses or cards that are directly attached to and purchased as part of the basic copier system.

Service is provided during normal business hours of 8 am to 5 pm, Monday - Friday, exclusive of federal holidays.