



Service & Support Information

Our customers receive a 90-day service guarantee from the date of installation where Strada will provide technical support free of charge excluding damage to equipment or wiring during regular business hours. After 90 days, service charges may apply for issues unrelated to a Strada service or Strada equipment issue.

Our After-Hours Service Call Schedule:

- Monday-Friday: 4:00PM – 6:00PM
- Saturday: 12:00PM – 6:00PM

Non-Emergency calls received outside of our On-Call hours or on Sunday will be returned the following business day.

After-Hours Service Call Fees:

- After Hours Service call Monday-Friday *unrelated to Strada Service or Equipment Issue*: \$150
- Weekend Service Call: Minimum of \$75

We understand things happen! Our technicians will assess all service calls on a case by case to determine if a service fee applies.

Strada Communications

224 13th St, Rapids City

309-496-3737