



## Service & Support Information

Our customers receive a 30-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 30 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, on holidays, 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

We understand things happen! We'll do our best to communicate charges ahead of the service call, but it may not be clear until a service technician diagnoses the issue on-site.

Strada Communications

224 13<sup>th</sup> St, Rapids City

309-496-3737