



24/7 Service. Prompt, Courteous and Qualified Technicians. The Answers You Need Today.

In today's competitive market, it is vital to keep your business open and running as efficiently as possible every second of the day. VeriFone's Petroleum Help Desk Service is staffed 24/7/365 with fully-trained professionals, eager to help anytime you need assistance — from your simplest procedural question to complex software diagnosis to POS system reconfigurations. Our technical staff is continuously trained on the latest VeriFone products, software applications, and partner interfaces. With access to a vast knowledge database to quickly obtain information for troubleshooting, our staff is prepared to answer your questions quickly and correctly. We understand that keeping your site up and running is money in the bank — getting your

problem resolved and back to your customers is our top priority.

VeriFone's Help Desk Service provides a toll-free service number for immediate assistance. Help Desk also offers easy-to-use remote support if required — greatly reducing costly repair technician site visits. The latest call center technology allows us to identify, route, and respond to your call quickly and efficiently. Caller ID capability enables us to access your site's information on the spot. As soon as your call reaches the Help Desk, we are reviewing your site's information and history to expedite the diagnosis and deliver a first call resolution.

Automatic call distribution quickly routes your call to the most qualified




representative who can handle your specific situation. Help Desk Service offers standard reporting and on-site supervisors are always available to speak directly to you.

FEATURES AT A GLANCE

- **24/7/365 comprehensive service**
- **Fully-trained professional technicians**
- **Qualified assistance with hardware, software applications and partner interfaces**
- **Direct interface to all application networks for added support**
- **Extensive, fast, easily-accessible knowledge database**
- **Multi-layered infrastructure supports all call levels and complexity**
- **Sophisticated call routing process expedites the right resources for fast answers**
- **Escalation to senior product experts**



Help Desk Service is as easy as 1-2-3!

<p>1</p> 	<p>Call for professional Help Desk support.</p> <p>Our Help Desk team is trained on the latest VeriFone equipment and are ready to support you with a fast problem resolution. Simply call our toll-free Help Desk number - we are here to assist you 24 hours a day, 365 day a year.</p>
<p>2</p> 	<p>Problem evaluation and diagnosis.</p> <p>As calls enter our service center they are automatically identified and routed to the most qualified representative who can handle your specific site and product needs. The experienced technicians quickly provide assistance for prompt resolution. When required, calls are escalated to appropriate technology experts.</p>
<p>3</p> 	<p>Call detail logging and reporting.</p> <p>VeriFone Help Desk associates are trained to accurately log, track and report all call details. All incidents are tracked through resolution or escalation.</p>

VeriFone has all of the services you need.

- ✓ Buyer Protection Service
- ✓ Deployment Service
- ✓ Petroleum Help Desk
- ✓ Petroleum On-Site Maintenance
- ✓ Priority Exchange Service
- ✓ Professional Services
- ✓ Project Management
- ✓ Repair Service
- ✓ Secure Terminal Audit
- ✓ Secure Terminal Retirement
- ✓ Software Help Desk
- ✓ Standard Warranty
- ✓ Training Services

Visit www.verifone.com for more information on these valuable services.

Want More?

VeriFone's Petroleum On-site Maintenance service gives you low cost, factory-based service right to your store.

Key Features and Benefits

	HELP DESK	ON-SITE MAINTENANCE
24/7 Phone Support	✓	✓
Fully-Trained Professional Technicians	✓	✓
Direct Interface to all Application Networks	✓	✓
Extensive Knowledge Database	✓	✓
Senior Product Experts Available as Required	✓	✓
One Flat Price Covers it All		✓
Dispatch Servicer / Schedule Appointment		✓
Track all Site-Level Service Activity		✓
Emergency Response Available		✓
Normal Repairs - Parts and Labor Included		✓
Guaranteed Response Time		✓
Travel Time Expenses Included		✓