

RETURN MATERIAL AUTHORIZATION FORM

Ship to:
 Intellicall, Inc.
 1333 W. Campbell Rd, #197
 Richardson, TX 75080
 Attn: RMA Department

Correspondence Address:
 Intellicall, Inc.
 1333 W. Campbell Rd, #197
 Richardson, TX 75080
 800-800-9091 (Toll-Free) 214-635-4683 (local)

RMA Number:

 Date:

TO BE COMPLETED BY CUSTOMER

Customer		Customer #	Bill To (leave blank if same as shipped from)			Customer #	
Address 1				Address 1			
Address 2				Address 2			
City	State	Zip Code	Country	City	State	Zip Code	Country
Contact Person		Expedite (Y/N)	Expedite Authorization	Return Shipping: Std <input type="checkbox"/> Expedite <input type="checkbox"/> Other:			
Contact information Telephone: () - Fax: () -				E-Mail:			
Equipment Description (ASTRATEL2, INET, etc)				Equipment Serial Number		Revision	

Description Of Problem: (Please check ALL applicable symptoms)

- | | | |
|---|---|---|
| <input type="checkbox"/> Out of Box Failure | <input type="checkbox"/> Escrow Return/Collect Problem | <input type="checkbox"/> Coin Recognition Problem |
| <input type="checkbox"/> Will Not Power Up | <input type="checkbox"/> Will Not Call Out | <input type="checkbox"/> Keypad Problem |
| <input type="checkbox"/> No Dial Tone | <input type="checkbox"/> Low Volume/No Amplification | <input type="checkbox"/> Intermittent Problem |
| <input type="checkbox"/> Always Busy | <input type="checkbox"/> INET Connection Problem on Bench | <input type="checkbox"/> Vandalized |
| <input type="checkbox"/> Constantly Resets | <input type="checkbox"/> INET Connection Problem at Site | <input type="checkbox"/> Other (Specify): |
| <input type="checkbox"/> Loses Program | <input type="checkbox"/> INET Callout Problem | |

Comments

Submission of equipment to Intellicall is deemed as authorization to repair and acceptance of charges incurred based on the pricing index as of the date submitted, except for "On-Hold" equipment that will require authorization for additional charges, except for the standard handling fee if chosen not to repair.

TO BE COMPLETED BY INTELICALL

Receipt Date	Test Date	On-Hold No ___ Yes ___ (Date of contact _____)	Repair: Yes ___ No ___		Repair Date
AstraTel 2 Repairs		UltraTel Repairs	INET Repairs	ECV Repairs	Other Repairs
AT2 Level 1 ___	Unrepairable ___	Standard ___	INET Level 1 ___	Basic ___	Keypad ___
AT2 Level 2 ___	Testing Only ___	Warranty ___	INET Level 2 ___	Actuator ___	Escrow ___
AT2 Level 3 ___		Unrepairable ___	INET Level 3 ___	Post ___	Warranty ___
Warranty ___			Warranty ___	Warranty ___	Other _____