

# Radio Shack

A Division of Tandy Corporation

CONTRACT SERVICES

(800) 433-5502

(817) 390-3801

P.O. Box 17520, FORT WORTH, TEXAS 76102

Dear Customer:

Congratulations on your purchase of a TRS-80 computer. You've definitely made a wise choice, and we're sure that you'll be satisfied with the computer's performance.

We understand that professionally-planned maintenance is of utmost importance in keeping your new computer operational. For your consideration, a copy of the available maintenance contract plans and current pricing is attached. These various service contracts are tailored to meet your needs as a Model I, Model II, or Model III owner. Should you wish to have one on these plans for your computer, please check your preference and complete the following information:

- | 1. Catalog Number | Serial Number | Date of Delivery |
|-------------------|---------------|------------------|
| _____             | _____         | _____            |
| _____             | _____         | _____            |
| _____             | _____         | _____            |
| _____             | _____         | _____            |
| _____             | _____         | _____            |
2. Store number where computer was purchased \_\_\_\_\_
3. Your telephone number Area Code (    ) \_\_\_\_\_

Service contracts cannot be written on computer accessories only, but must include the computer with them. Please enclose your payment. The acceptable methods of payment are:

Approved Radio Shack  
\_\_\_ Commercial Charge                      \_\_\_ Check or money order  
\_\_\_ Master Charge/Visa  
Account Number \_\_\_\_\_  
Expiration Date \_\_\_\_\_

Sincerely,

RADIO SHACK CONTRACT SERVICES

## AVAILABLE MAINTENANCE CONTRACT PLANS

### \_\_ PLAN "A" On site, full coverage Radio Shack Customer Service Maintenance Policy.

Service is provided by Radio Shack's factory-trained service representatives, priority dispatched locally to perform remedial and scheduled preventive maintenance at the customer's location. Includes all labor, parts and mileage when service is performed during normal business hours, excluding weekends and holidays. Free installation and two free preventive maintenance calls are provided.

### \_\_ PLAN "B" On site, limited Maintenance Policy.

Service is performed by Radio Shack's factory-trained representatives the same as Plan "A", with the following exceptions:

1. Service calls limited to:
  - A. Installation
  - B. One preventive maintenance call
  - C. Two remedial service calls including all labor, parts and expenses.

Also included in this policy is an unconditional guarantee on the below listed components and calls on any of the following areas will not count as one of the above contractual service calls.

1. Video Display Tube (CRT)
2. All Connecting cables
3. Internal power supplies.

ZONE CHARGES-- The total cost of the contract for the equipment to be covered is for a location within a fifty(50) mile radius of the downtown metropolitan area. Add the following percentages of the total for locations in more remote areas:

51-75 miles	15%
76-100 miles	30%
101-150 miles	50%

151 miles and over. The customer will be considered a Special Service Customer and will be charged the Basic Annual Service Charge plus actual travel expenses for each service call, including air fare, auto rental, lodging and meals. Receipts and invoices for these expenses shall be furnished at the time of invoice, or at reasonable times following each service call.

### \_\_ PLAN "C" Radio Shack provide "Carry-In" Maintenance Policy.

Same provisions as covered in Plan "A" with one exception. All service will be performed in one of Radio Shack's authorized Service Centers, not at the customer's location. Radio Shack will pay the cost of transporting the equipment from the Radio Shack outlet to its repair facility.

NOTE: Once in the service center, priority response in servicing the contracted equipment will be given attention over the non-contractual equipment.

# CONTRACT PRICING SCHEDULE

CAT. #	DESCRIPTION	CARRY-IN		FULL ON-SITE		LIMITED ON-SITE				ZONE III		BASE		ZONE I		ZONE II		ZONE I		ZONE II		ZONE I		ZONE II		ZONE I		ZONE II	
26-6-1051	Model I 4K Level I	59.88		130.00	149.50	169.00		195.00		195.00		N/A		N/A		195.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1053	Model I 16K Level I	87.48		130.00	149.50	169.00		195.00		195.00		N/A		N/A		195.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1054	Model I 4K Level II	74.28		130.00	149.50	169.00		195.00		195.00		N/A		N/A		195.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1056	Model I 16K Level II	101.88		130.00	149.50	169.00		195.00		195.00		N/A		N/A		195.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1061	Model III 4K Level I	83.88		170.00	195.50	221.00		255.00		255.00		N/A		N/A		255.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1062	Model III 16K Level II	119.88		170.00	195.50	221.00		255.00		255.00		N/A		N/A		255.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1063	Model III 32K Level II			450.00	517.50	585.00		675.00		675.00		N/A		N/A		675.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1101	Two Disks, RS 232-C	299.40		\$-----	\$-----	\$-----		\$-----		\$-----		N/A		N/A		\$-----		N/A		N/A		N/A		N/A		N/A		N/A	
6-1102	16K Kit W/Keyboard	24.00		\$-----	\$-----	\$-----		\$-----		\$-----		N/A		N/A		\$-----		N/A		N/A		N/A		N/A		N/A		N/A	
6-1103	16K Kit for E.I.	14.28		\$-----	\$-----	\$-----		\$-----		\$-----		N/A		N/A		\$-----		N/A		N/A		N/A		N/A		N/A		N/A	
6-1104	Keypad	9.48		\$-----	\$-----	\$-----		\$-----		\$-----		N/A		N/A		\$-----		N/A		N/A		N/A		N/A		N/A		N/A	
6-1120	Upper/Lower Case Mod.	7.08		18.00	20.70	23.40		27.00		27.00		N/A		N/A		27.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1121	Level II Upgrade	18.00		\$-----	\$-----	\$-----		\$-----		\$-----		N/A		N/A		\$-----		N/A		N/A		N/A		N/A		N/A		N/A	
6-1140	Model III Ram & Rom Kit	36.00		\$-----	\$-----	\$-----		\$-----		\$-----		N/A		N/A		\$-----		N/A		N/A		N/A		N/A		N/A		N/A	
6-1141	Expansion Int. OK Ram	35.88		45.00	51.75	58.50		67.50		67.50		N/A		N/A		67.50		N/A		N/A		N/A		N/A		N/A		N/A	
6-1142	16K Expansion E.I.	51.48		90.00	103.50	117.00		135.00		135.00		N/A		N/A		135.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1145	32K Expansion E.I.	67.08		140.00	161.00	182.00		210.00		210.00		N/A		N/A		210.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1148	RS 232-C	11.88		48.00	55.20	62.40		72.00		72.00		N/A		N/A		72.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1150	E.I. Kit for Model III	15.48		48.00	55.20	62.40		72.00		72.00		N/A		N/A		72.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1151	Line Printer	155.88		300.00	345.00	390.00		450.00		450.00		N/A		N/A		450.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1152	Screen Printer	47.88		150.00	172.50	195.00		225.00		225.00		N/A		N/A		225.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1153	Line Printer I	187.08		360.00	414.00	468.00		540.00		540.00		N/C		N/C		540.00		N/C		N/C		N/C		N/C		N/C		N/C	
6-1154	Quick Printer	59.88		180.00	207.00	234.00		270.00		270.00		N/A		N/A		270.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1155	Line Printer II	95.88		300.00	345.00	390.00		450.00		450.00		N/C		N/C		450.00		N/C		N/C		N/C		N/C		N/C		N/C	
6-1156	Quick Printer II	26.28		120.00	138.00	156.00		180.00		180.00		N/A		N/A		180.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1157	Line Printer III	235.20		480.00	552.00	624.00		720.00		720.00		N/C		N/C		720.00		N/C		N/C		N/C		N/C		N/C		N/C	
6-1158	Daisy Wheel Printer	355.20		750.00	862.50	975.00		1125.00		1125.00		273.00		313.95		354.90		354.90		354.90		354.90		354.90		354.90		354.90	
6-1159	Daisy Wheel Printer II	235.20		500.00	575.00	650.00		750.00		750.00		180.00		207.00		234.00		234.00		234.00		234.00		234.00		234.00		234.00	
6-1160	Line Printer IV	119.88		300.00	345.00	390.00		450.00		450.00		N/C		N/C		450.00		N/C		N/C		N/C		N/C		N/C		N/C	
6-1161	Drive 0	59.88		132.00	151.80	171.60		198.00		198.00		N/A		N/A		198.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1162	Drive 1,2,3	59.88		120.00	138.00	156.00		180.00		180.00		N/A		N/A		180.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1163	Model III Disk Drive	101.88		164.00	188.60	213.20		246.00		246.00		N/A		N/A		246.00		N/A		N/A		N/A		N/A		N/A		N/A	
6-1163	Model III Disk Drive 2	47.88		72.00	82.80	93.60		108.00		108.00		N/A		N/A		108.00		N/A		N/A		N/A		N/A		N/A		N/A	

N/A=NOT AVAILABLE

N/C=NO CHARGE (PRICE INCLUDES ONE PRINTER AT NO CHARGE (DAISY WHEEL, DAISY WHEEL II ADDED AT ADDITIONAL CHARGE))

(1) BASIC ANNUAL RATES FOR ON-SITE LIMITED = \$500.00

(2) ZONING CHARGES APPLY TO ON-SITE AND ON-SITE LIMITED CONTRACTS.

(3) \$3000.00 OF MODEL I OR MODEL III EQUIPMENT REQUIRED TO QUALIFY FOR ON-SITE SERVICE.

(4) CARRY-IN CONTRACT FIGURED ON 12% OF UNDISCOUNTED RETAIL LIST PRICE.

## CONTRACT PRICING SCHEDULE

CAT. #	DESCRIPTION	CARRY-IN	FULL ON-SITE		ZONE II	LIMITED ON-SITE		ZONE III	BASE	ZONE I	ZONE II	ZONE III
		BASE	ZONE I	ZONE I		ZONE II						
26-1164	Model III Disk Drive 3	59.88	132.00	151.80	171.60	198.00	N/A	N/A	N/A	N/A	N/A	N/A
26-1165	Line Printer V	223.20	440.00	506.00	572.00	660.00	N/A	N/A	N/A	N/A	N/A	N/A
26-1166	Line Printer VI	139.20	400.00	460.00	520.00	600.00	N/C	N/C	N/C	N/C	N/C	N/C
26-1170	Telephone Interface I	17.88	30.00	34.50	39.00	45.00	N/A	N/A	N/A	N/A	N/A	N/A
26-1171	Telephone II	23.88	30.00	34.50	39.00	45.00	N/A	N/A	N/A	N/A	N/A	N/A
26-1180	Voice Synthesizer	47.88	60.00	69.00	78.00	90.00	N/A	N/A	N/A	N/A	N/A	N/A
26-1181	Vox Box	20.39	24.00	27.60	31.20	36.00	N/A	N/C	N/C	N/C	N/C	N/C
26-1190	Plotter/Printer	175.00	250.00	287.50	325.00	375.00	N/A	N/A	N/A	N/A	N/A	N/A
26-1205	CTR-80	5.99	24.00	27.60	31.20	36.00	N/A	N/A	N/A	N/A	N/A	N/A
26-1206	CTR-80a Cassette Rec.	7.19	24.00	27.60	31.20	36.00	N/A	N/A	N/A	N/A	N/A	N/A
26-1210	Network I	59.88	120.00	138.00	156.00	180.00	N/A	N/A	N/A	N/A	N/A	N/A
26-3001	4K Color Computer	50.00	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
26-3002	16K Color Computer	71.88	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
26-4001	Model II 32K	414.00	621.00	714.15	807.30	931.50	500.00	575.00	650.00	750.00	750.00	750.00
26-4002	Model II 64K	467.88	702.00	807.30	912.60	1053.00	500.00	575.00	650.00	750.00	750.00	750.00
26-4160	1 Drive Expansion	138.00	150.00	172.50	195.00	225.00	63.00	72.45	81.90	94.45	94.45	94.45
26-4161	2 Drive Expansion	210.00	270.00	310.50	351.00	405.00	113.00	129.95	146.90	169.50	169.50	169.50
26-4162	3 Drive Expansion	282.00	390.00	448.50	507.00	585.00	164.00	188.60	213.20	246.00	246.00	246.00
26-4163	Drive Expansion Kit	72.00	120.00	138.00	156.00	180.00	\$-----	\$-----	\$-----	\$-----	\$-----	\$-----
26-1065	32K Mod. III/1 Disk	262.20	425.00	488.75	552.50	637.50	N/A	N/A	N/A	N/A	N/A	N/A
26-1063	32K Mod. III w/48K	313.79	497.00	571.55	646.10	745.50	N/A	N/A	N/A	N/A	N/A	N/A
26-1062	16K Mod.III/16K Upgrade	134.16	200.00	230.00	260.00	300.00	N/A	N/A	N/A	N/A	N/A	N/A
-----	128K Mod. II	539.88	810.00	931.50	1053.00	1215.00	650.00	747.50	845.00	975.00	975.00	975.00
26-3503	Cassette Interface	5.88	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
26-5000	Videotex	47.88	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
-----	Minisette IX Cassette	9.59	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
-----	Color Video Monitor	47.88	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
-----	Pocket Desat	29.88	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Model II "Starter System"		563.76	1002.00	1152.30	1302.60	1503.00	500.00	575.00	650.00	750.00	750.00	750.00
26-4002, 26-1154, 26-4402)												
Model II "Word Processing System"		703.08	1202.00	1382.30	1562.60	1803.00	680.00	782.00	884.00	1020.00	1020.00	1020.00
26-4002, 26-1158, 26-4401)												
Model II 1.5 MEG. "DELUXE BUS."		913.08	1452.00	1669.80	1887.60	2178.00	613.00	704.95	796.90	919.50	919.50	919.50
26-4002, 26-4161, 26-1156, 26-4401)												
Model II 2-Meg. Bus (Mgmt. System)		985.08	1572.00	1807.80	2043.60	2358.00	664.00	763.60	863.20	996.00	996.00	996.00
26-4002, 26-4162, 26-1156, 26-4401)												
Model II "Bus Business"		607.08	1102.00	1267.00	1432.60	1653.00	500.00	575.00	650.00	750.00	750.00	750.00
26-4002, 26-1156, 26-4401)												