



Vnetek Communications, LLC
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Vnetek Hardware Call Packs Service Description

This Service Description explains the deliverables that are specific to this service. See the applicable regional Vnetek Service Agreement for the general terms and conditions that apply to all Vnetek maintenance services. A copy of the Vnetek Service Agreement is posted on the Vnetek website at <http://www.vnetek.com>.

Call Packs Service

DESCRIPTION

Call Packs Service entitles Customer to technical telephone support for those Products and to those Named Individuals identified in the Order. Service will be provided during the contracted hours of coverage. An incident or call is defined as the reporting, escalation and resolution of a single problem.

SUPPORT PROVIDED

During the term of the Agreement, Vnetek or its authorized representative, (The "Affiliate"), shall provide Technical Telephone Support, as described within this Supplement.

- Hardware Call Pack One Time Support - Part Number HCP1
 - Unlimited remedial phone support for one (1) technical incident on any Digital Networks hardware product supplied by Vnetek over a one (1) year period.
- Hardware Call Pack Five Calls Support - Part Number HCP5
 - Unlimited remedial phone support for up to five (5) technical incidents over a two (2) year period on all Digital Networks hardware Products supplied by Vnetek at which point any unused incidents will expire.

TECHNICAL TELEPHONE SUPPORT

Technical Telephone Support will be available from Vnetek 8:00 AM to 5:00 PM, EST, Monday through Friday, excluding Vnetek recognized holidays, via telephone. If telephone support is requested, and a technical engineer is not immediately available, Vnetek will respond with a callback within four (4) business hours of Customer's initial request. Technical Support will include assistance in the use of the Products, as well as problem identification and resolution, including workarounds, when possible. Assistance may also include logging into Customer's system remotely for diagnosis of problems, if such access is made available to Vnetek.

CUSTOMER'S RESPONSIBILITIES

- You must provide your Digital Networks Service Contract Number. You will need to quote the incident log number assigned to the case in subsequent communications.
- Named Individuals: Only those persons you name will be permitted to access the service.
- When you call, at a minimum you agree to provide the Product name, part number, hardware and software versions, serial number, fault description, and symptoms of fault.
- As part of restoring services to your network you may be required to perform corrective action directed by us, including board swaps on Product using approved spare parts, which you agree to purchase.