



Vnetek Communications, LLC  
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## Vnetek Standard Maintenance 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>.

### Standard Maintenance Service

#### DESCRIPTION

Standard Maintenance Service entitles Customer to technical support for an unlimited number of incidents for those Products and to those sites identified in the Order. Service will be provided during the contracted hours of coverage. Any delivery of hardware will be per the service level ordered.

#### SUPPORT PROVIDED

During the term of the Agreement, Vnetek or its authorized representative, (The "Affiliate"), shall provide Technical Support and Equipment Repair as described within this Supplement. Coverage will commence either upon installation or following an inspection by us of all Covered Equipment to be included under this Service Supplement and the selected coverage as described below.

- Standard Maintenance Service One (1) Year - Part Number SSER-1
  - Technical Support
    - Telephone Support
    - Email Support
  - Shipment of returned equipment after repair
- Standard Maintenance Service Two (2) Years - Part Number SSER-2
  - As described above, with a Term of two (2) years
- Standard Maintenance Service Three (3) Years - Part Number SSER-3
  - As described above, with a Term of three (3) years

#### TECHNICAL SUPPORT

Technical Support will be available from Vnetek 8:00 AM to 5:00 PM, EST, Monday through Friday, excluding Vnetek recognized holidays, via telephone and e-mail. 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.

#### HARDWARE REPLACEMENT

Material that requires repair will be returned to Vnetek at the customer's expense. All reasonable attempts will be made to repair the unit. Repairs take a minimum of 30 Days after receipt of the defective unit. Upon successful completion of the repair, the repaired unit will be returned to the customer via ground service at Vnetek's expense. Vnetek may elect to replace the Product or refund the purchase price on items that cannot be repaired. A replacement Product or part may be new or reconditioned of like kind, functionality, and quality.

#### SOFTWARE

Any software provided hereunder will be governed by the license agreement accompanying the original Product purchased by Customer. Customer has the right to duplicate both the software and documentation for its own internal use, provided that all copyright, trademark, and other proprietary rights notices are also reproduced in the same form and manner as on the original media.