

## **SERVICE AGREEMENT PROGRAM (SAP)**

*- Service contracts are not available on product that has been shipped greater than 4 years.*

### **1.1 Service Agreement Benefits**

#### **Hardware Warranty**

IP3 offers a limited warranty for the life of the service contract. Warranty includes service and parts. While IP3 cannot warrant that Network operations will be uninterrupted, if any such interruption is caused by defects in workmanship or materials or a failure to perform support obligations in a professional and workmanlike manner, IP3 will repair or replace such parts, restore NetAccess performance or re-perform our support obligations without charge to our Partner. **Advance replacement of parts/units and optional pre-configuration of replacement units prior to shipment are included in the warranty.**

*IP3's limited warranty does not apply to any defect or ineffective support that is caused by any misuse, non-controllable communication or power failures, accidents not within the control of IP3, acts of God, or the negligence or willful misconduct of anyone other than IP3 or its agents. If any such repairs or replacements are required, they will be billed per the agreed upon pricing between IP3 and the Partner.*

#### **Premium Partner Support**

##### **User/Administrator/Network Technical Support**

IP3 provides ongoing User/Administrator/Network technical support for its Partners through its toll-free Technical Assistance Center (TAC). Premium level business hours are Monday through Friday, 6am to 5pm Pacific Standard Time, excluding holidays. *Out of contract business hours are 8am to 5pm Pacific Standard Time, excluding holidays.*

##### **“After Hours” Telephonic Support**

IP3 provides TAC support 24 hours a day, 7 days a week including holidays. Voice Mails or Emails will page the on-call TAC representative and a response to all Priority Level 1 and 2 Cases will be made within 4 hours of the page. *After hours response to Partners not on a service contract will be next business day.*

### **TAC Contact Information**

**Phone (Toll Free): 866-825-5473 (option 2)**

**Phone (Direct): 858-876-0146 (option 2)**

**Email: support@ip3.com**

### **Software Upgrades**

IP3 offers software upgrades at no charge for the life of the service agreement. Software upgrades represent a new core software version that supports new features and functionality. IP3 periodically releases upgrades in response to emerging market requirements and evolving technology.

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Software updates are included at no charge for the life of the service agreement. Software updates represent incremental enhancements, improvements or fixes to existing software functionality. Generally, software updates will be released as patches or point releases.

### **Renewals**

Service Agreements shall be renewed on an annual basis and payment or a purchase order is required prior to the expiration of the preexisting contract. All service and support fees are non-discountable. For units whose contract has expired, a reinstatement fee will apply based on the number of months the unit has been out of contract. For units whose service contract has expired for greater than 3 months, IP3 may, at their discretion, decide not to allow renewal of the contract for that unit.

## **2.0 Benefits Summary**

| <b>Service</b>   | <b>Service Agreement</b> | <b>Out of Contract</b>                |
|--|--------------------------|---------------------------------------|
| <b>TAC Support – Standard Hours</b>  | 6am – 5pm<br>(PST)       | 8am – 5pm (PST)                       |
| <b>TAC Support – After Hours</b>   | 24 x 7                   | <i>Not Available</i>                  |
| <b>TAC Support – After Hours<br/>Response (Priority Levels 1 &amp; 2 )</b> | < 4 Hours                | <i>Next Business Day</i>              |
| <b>Parts Warranty</b>  | Included                 | <i>* Not Available</i>                |
| <b>Advance Replacement of Parts</b>  | Included                 | <i>Not Available</i>                  |
| <b>Pre Configuration of<br/>Replacement Units</b>                          | Included                 | <i>Not Available</i>                  |
| <b>Software Updates</b>  | No Charge                | No Charge                             |
| <b>**Software Upgrades<br/>NA25/50/75/Xi/125/500/Xk/1500</b>               | No Charge                | \$150/200/250/250/300/400<br>/400/600 |

*\* A credit is available for returned units that are out of warranty and have been replaced with a purchased unit.*

*\*\* For units that are not covered by a service contract, Software upgrades charges will apply for software versions 4.x and beyond.*