

EFFECTIVE: 2009

<b>READYCOVER™ SERVICE PLANS</b>	<b>Standard</b>	<b>Bronze level</b>	<b>Silver Level</b>	<b>Gold Level</b>
<b>Hardware Warranty</b>	90 Days	Full Replacement	Full Replacement	Full Replacement
<b>Software Upgrades per ReadyCover Time Period</b>	90 Days	Yes	Yes	Yes
Software Fix Notification	No	Yes	Yes	Yes
Software upgrades	No	No	No	Yes
Future Software and Backward compatibility	No	Yes	Yes	Yes
<b>Configuration Help</b>	No	Yes	Yes	Yes
<b>Product Specialist - Network Planning and configuration</b>	No	1st Project	1st project	All Projects
<b>Priority Queuing and Escalation</b>	4	3	2	1
Priority queuing is a service that advances technical support calls to the "front-of-the-line" so to speak. This process reduces on-hold wait time for contracted support by moving your call to the front of the on-hold Queue. If a tier one support customers seeking technical representative cannot address your problem immediately, this service option also places your call escalation on a Priority One Severity Level, which dramatically decreases call back time for serious issues.				
<b>Personalized customizable accounts</b>	No	No	Yes	Yes
<b>Online Solutions - Self Help Service Center</b>	No	No	No	Yes
<b>Advanced Product Replacement</b>	4 weeks	3 Weeks	2 Weeks	Next Day
In the rare event of a failure, this service will ensure a product is replaced according to your contract, and workarounds to correct bugs, malfunctions, system errors and other related problems that adversely affect the product's ability to perform the tasks as designed. All returns must be "qualified" by a technical support representative prior to return authorization. Applicable Region Coverage: NA+LA				
<b>RMA Severity Level</b>	4	3	2	1
To further decrease return time on faulty products, RMA processing is done with the following <b>Priority Levels</b>				
<b>RMA 8 x 5 Phone Support excluding Holidays</b>	Within 30 Days	15 days	5 days	24 Hours
This feature provides a qualified technical service engineer who will troubleshoot problems within your network environment and will identify and isolate product failures. This service is strictly for RMA purposes, all configuration services are billed separately. Supported hours are 8am to 5pm USA CST time zone, excluding holidays.				
<b>8 x 5 Phone Support excluding Holidays</b>	90 Days	Yes	Yes	Yes
<b>24 x 6 Phone Support excluding Holidays</b>	No	No	Yes	Yes
<b>24 x 7 x 365 Phone Support</b>	No	No	No	Yes