



# Patapsco's Service & Support Rates

[See also our Support Terms document](#)

**Patapsco offer a range of pre- and post-sales support services. This document covers the standard Patapsco options and pricing. If your requirements differ, please contact us and we will try to assist.**

Patapsco endeavours to provide excellent support for all customers in a variety of ways:

- Technical Support is available for the lifetime of the product via email free of charge (48 hour response).
- A "**Mandatory Support**" element for 3 months is required for all products, allowing us to support you promptly and efficiently by telephone and email using dedicated telecoms experts.
- A low-cost annual "**Enhanced Support Agreement**" covers Telephone and Software Support together with Upgrades/New Features. Software releases for both field equipment and DbManager are made available via the above Agreement. The Enhanced offering provides additional support services to the Mandatory first 3 months for very little cost so we would encourage customers to consider taking this option from delivery.
- Patapsco's "**Standard Hardware Warranty**" covers both of the above options in the first year.
- Attractively priced, the "**Enhanced + Warranty**" option does what it says. It is the above-mentioned "Enhanced Support Agreement" but with the Hardware Warranty extended beyond the first year, providing peace of mind.
- Should the equipment be critical to your application, and it often is, Patapsco offer a "**Fast Replacement**" add-on to the first Year's "Enhanced" service (Warranty being included that year), or as an add-on in subsequent years to the "Enhanced + Warranty" service.
- A "**Pre-Configuration**" service is available to help smooth your installation.

More information is available in the [FAQ](#) section of Patapsco's web site

**Note - all Patapsco equipment purchased by a customer must be under a Support option – it is not possible to have some equipment covered and other equipment not.**

**Please see below for further details and pricing on all of these services in the summary at the end of this document. See also [Terms & Conditions](#)**

All our products are shipped with a comprehensive manual and quick start guide on a CD. When a contact is made to Support it is assumed the Customer has used both of these to their best ability.

Please note that Patapsco's Normal Working Hours (NWH) are Monday to Friday 08:30 to 17:30 "UK time" and exclude UK Public Holidays.

All prices shown are in UK £ Pounds Sterling excluding VAT (European Value Added Tax) where appropriate.



## 1. EMAIL SUPPORT

Email support is provided for the life of the product. Email support@patapsco.co.uk. We aim to respond within 48 hours of receipt of emails (within NWH).

## 2. MANDATORY SUPPORT

Period runs for 3 months from shipping.

Patapsco provide the Customer with telephone and email support from Monday to Friday from 08:30 to 17:00 UK time (excluding UK national holidays) for services as shown in Appendix 1 below.

## 3. ENHANCED SUPPORT

Period runs for 12 months

Patapsco provide the Customer with telephone and email support from Monday to Friday from 08:30 to 17:00 UK time (excluding UK national holidays) for services as shown in Appendix 1 below. Extra services above those within the Mandatory option are included.

This low-cost Agreement includes access to all new software and non-chargeable new feature/facilities as they become available on both field equipment and DbManager.

Pricing as per quotation with discounts available for purchasing multiple years, reflecting administration savings.

Combination Packages are also available in Appendix 1.

If support Agreement is not taken at time of order or not renewed when an Agreement lapses, subsequent Agreements may be declined by Patapsco but will be charged at a higher non-contracted rate (please contact office for details).

## 4. ENHANCED + WARRANTY

Period runs for 12 months from year 2 onwards (Enhanced Support in the first year includes Standard Hardware Warranty free of charge and provides the same features)

Patapsco provide the Customer with telephone and email support from Monday to Friday from 08:30 to 17:00 UK time (excluding UK national holidays) for services as shown in Appendix 1 below.

This option extends the Standard Hardware Warranty for the period of the Agreement.

This low-cost option includes access to all new software and non-chargeable new feature/facilities as they become available on both field equipment and DbManager, .

Pricing as per quotation with discounts available for purchasing multiple years, reflecting administration savings.

Combination Packages are also available in Appendix 1.

If support Agreement is not taken at time of order or not renewed when an Agreement lapses, subsequent Agreements may be declined by Patapsco but will be charged at a higher non-contracted rate (please contact office for details).

## 5. STANDARD HARDWARE WARRANTY

Patapsco products are warranted against faulty workmanship for a period of 12 months from shipping.

In the unlikely event of a unit failing, please contact Patapsco for a Return to Manufacturer Authority (RMA) number. The unit should be shipped to Patapsco in the UK, carriage paid and insured, with the RMA number visible on the packaging and documentation and **with an explanation of the failure.**

If the equipment is under a current Support Agreement with appropriate Warranty cover, the unit will be repaired or replaced (at Patapsco's discretion), returned carriage-paid and insured and shipped within 5 working days of receipt of the same. If a new unit covered by the first year's Warranty the repaired/replaced unit benefits from the remainder of the original warranty, plus a further 3 months.

If the equipment is not under a current Support Agreement with appropriate Warranty cover (potentially the last nine months of the first year) the unit will be repaired or replaced (at Patapsco's discretion), returned carriage-paid and insured and shipped within 10 working days of receipt of the same. The unit benefits from the remainder of the original first year's warranty, plus a further 3 months.

## 6. ADVANCED FAST REPLACEMENT

Some customers require a speedy replacement of any failed unit. Patapsco's Advance Fast Replacement option within both the Enhanced Support service (for the first year only) and in the Enhanced + Warranty (year 2 onwards) addresses this need.

Should a unit fail, the Customer contacts Patapsco for a Return to Manufacturer Authority (RMA) number. Patapsco will ship a replacement unit the next working day or sooner if possible (depending on carrier collection times). Delivery by the carrier will depend on final destination, although the equipment is always sent as priority via an air-based courier such as UPS/FedEx\etc (except in the case of the UK where over-land is used).

Replacement equipment is shipped at Patapsco's cost/risk but excludes any duties or taxes which are the responsibility of the Customer.

The replacement unit will be "Time Limited" and the Customer must return the failed unit within 2 weeks of receipt of the replacement unit or purchase the replacement equipment. Once the failed unit is returned to Patapsco, or payment made, a code will be provided unlocking the Time Limit. Access to the unit is required by the customer to change this code. Shipping and insurance of the returned failed unit is at customer's cost. Any duties into the UK are at Patapsco's cost.

See Appendix 1 for pricing.



## 6.1. PURCHASED SUBSEQUENTLY AS-NEEDED (NON-CONTRACT)

Patapsco hold adequate shelf spares for contract customers. Non-contract requests for this service may mean having to complete final build & test on the product which can extend timescales and thus this is offered on a "Best Efforts" basis. Typically, though, equipment is shipped the next day or the day following. Costs for each call on this service are 20% of the List Price or £400.00 minimum whichever is higher in Year 1, 30% of the List Price or £600 minimum whichever is the higher in subsequent years. This must be paid for in advance by credit card with a signed agreement that should the failed unit not be returned to Patapsco within 2 weeks of receipt of the replacement unit being delivered, Patapsco is authorised to charge the full List Price value of the unit to the Credit Card. Shipping and insurance of the returned failed unit is at customer's cost and risk. Any duties into the UK are at Patapsco's cost.

The repaired/replaced unit benefits from the remainder of any original warranty, plus a further 3 months.

The replacement unit will be "Time Limited" and the Customer must return the failed unit within 2 weeks of receipt of the replacement unit or purchase the replacement equipment. Once the failed unit is returned to Patapsco, or payment made, a code will be provided unlocking the Time Limit. Access to the unit is required by the customer to change this code. Shipping and insurance of the returned failed unit is at customer's cost. Any duties into the UK are at Patapsco's cost.

## 7. FIXED PRICE REPAIR

Patapsco are able to quote Fixed Price Repair costs should a unit fail outside of Warranty when no other cover has been purchased. Please contact us with details of your equipment.

## 8. PRE-CONFIGURATION SERVICE

Patapsco offers a low-cost Pre-Configuration Service where the units are shipped configured to customer requirements. All Patapsco units are simple to use and install, but with all sophisticated telecoms equipment basic skills are needed and an understanding of the processes to drive the units. The Pre-Configuration service will benefit those:

- whose time is limited
- where a small number of units are needed and familiarisation with the product is not required
- larger more complicated setups
- where a configuration on the first units will give a good introduction to self-installing subsequent units

Ask us for details.

## 9. INSTALLATION & ON-SITE SUPPORT

Patapsco is able to provide a member of the technical support team to install equipment and provide support at customer sites. Please contact us for a quotation.

## 10. TRAINING

Patapsco provide training at our UK facility or on-site training can be arranged if required.

Training at our UK facility is typically £600 per person per day. Please contact us with your requirements.

If you require training at your facility, please advise us of your requirements.

All courses and materials will be in English.

## 11. Non-Contracted Support

### 11.1. Support Services

A number of additional services and costs are shown in Appendix 1.

For other services Telephone Support Units (TSUs) can be purchased by the Customer on a credit card.

Each TSU covers a 20 minute period of Support and they are available as follows:

3 TSUs £150; 6 TSUs £260. They have an indefinite "life".

Software Updates (below) may be required before addressing some Support issues

### 11.2. Non-Contracted Software Updates

These are available and may include new features. Contact us for pricing, although as a guide the costs are typically £100 - £300 per device and will include product code and an appropriate update for DbManager.

Software updates may be a pre-requisite for dealing with non-contract software support issues

### 11.3. Out of Hours Support

Can be provided – please contact Patapsco to discuss your requirements.

Further information is available on Patapsco's web site.

[http://www.patapsco.co.uk/Top\\_Level/tech\\_support.html](http://www.patapsco.co.uk/Top_Level/tech_support.html)

If you need any clarification or assistance, please contact Patapsco on the numbers below or [support@patapsco.co.uk](mailto:support@patapsco.co.uk)

**A Note on Credit Cards.** Funds taken through Patapsco's credit card facilities will be in UK£. Any conversion into other currencies will be at a rate under control of your credit card company, thus the quoted figure may not always match exactly the figure on your bill. If you need clarification, please call us.

[See also our Support Terms document](#)

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Support Feature	<u>Mandatory</u> at time of purchase*	<u>Enhanced Support</u> Agreement	<u>Enhanced + Warranty****</u> Support Agreement	<u>Optional Costs UK£ per</u> 30 minutes or part *****
	4% List Min £70	7% List - Min £110**	15% List - Min £220	
Period	3 months	12 months Years 1 onwards	12 months Years 2 onwards	As needed
Direct contact to Tech Support Engineers (no call centre)	✓		✓	-
Device firmware and feature upgrades/updates as available	✓		✓	-
DbManager upgrades/updates	✓		✓	-
Email support 4 (working) hours response	✓		✓	-
Configuration data file checking service	✓		✓	-
Analyse call logs ("call routing" level)	✓		✓	-
Analyse customer installation diagrams	✓		✓	-
Includes hardware Warranty	***	X****	✓	-
Detailed step by step configuration advice	✓		✓	-
Remote assistance via GoToMeeting/Remote Desktop	Optional		✓	£50
Advice/assistance on issues with third party attached devices	Optional		✓	£70
Analyse and decode ISDN protocol traces in detail (to Information Element level) and provide results	Optional		✓	£70
Advanced Fast Replacement of Warranty hardware – EEC	X	<u>Year 1 only***</u>	<u>Years 2, 3 or 4</u>	-
		Additional 5% List - Min £110		-
Advanced Fast Replacement of Warranty hardware – USA & Canada	X	Additional 5% List - Min £130		-
Advanced Fast Replacement of Warranty hardware – Rest of World	X	Call		-
Create test environments to simulate customer problem	-	Optional		£40
	Optional	-	£70	
Assistance using a network packet analysis tool	-	Optional		£50
	Optional	-	£90	
Out of hours Telephone Support (pre booked)	-	Optional		£65
	Optional	-		£100

\* Valid for period up to 3 months from shipping

\*\* Replaces 'Mandatory' in first year

\*\*\* First 12 months from shipping PatapSCO's Standard Hardware Warranty is included

\*\*\*\* Available for years 2, 3 and 4. Call for prices for subsequent years.

Warranty Support must run without a break (contiguously)

\*\*\*\*\* Optional costs require a Credit Card to support payment. All cards charged in UK£.

Example 1. 'Enhanced Support' for year 1 and 'Enhanced Support + Warranty' subsequent years

Example 2. 'Enhanced Support' only, years 1 onwards

Example 3. 'Enhanced Support' with 'Fast Replacement' year 1 and 'Enhanced Support + Warranty' with 'Fast Replacement' years 2 to 4

Example 4. Multi-year cost-saving options below

### Money- and Admin-saving Combination Packages – Must be purchased within 4 months of shipping.

Life-Time

2nd Year Warranty

3rd Year Warranty

4th Year Warranty

2 years Fast Replacement

3 years Fast Replacement

4 years Fast Replacement

Life-Time "Enhanced Support" cover for 18% List - Min £300

Purchase "Enhanced Support" for year 1 and "Enhanced Warranty" for year 2 at the same time. 19% List, Min £310

Purchase "Enhanced Support" for year 1 and "Enhanced Warranty" for years 2 & 3 at the same time. 30% List, Min £490

Purchase "Enhanced Support" for year 1 and "Enhanced Warranty" for years 2, 3 & 4 at the same time. 40% List, Min £660

Purchase 2 years Fast Replacement for 9% List.

Purchase 3 years Fast Replacement for 14% List.

Purchase 4 years Fast Replacement for 20% List.

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