

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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