



NetGuard® Basic Coverage¹ (GP)

Action Line [USA help desk: 8am–5pm (PST), UK help desk: 8am–5pm (GMT)]

- During Monday to Friday, NetKit help desks shall provide telephone technical support with respect to NetKit's equipment covered by NetGuard, to Customer's qualified callers. Alternatively, Customers may use NetKit's Web site at any time to report problems. Upon receipt of a support request, NetKit will open a case and assign it a tracking number.
- NetKit support engineers will answer the Customer's query and/or attempt to identify the cause of the reported problem to resolve it via a configuration change, a suitable work around or failing which the problem is escalated to create a software maintenance release.
 - NetKit escalation process ensures that severe issues affecting the covered equipment are addressed in a timely manner. Should such escalation come into effect, NetKit will make the Customer aware of the progress and status of the issue being addressed.

Hardware Repair

- Customer to request a Return Material Authorization (RMA) number via NetKit Web site at <http://www.netkitsolutions.com/> prior to shipping a product for Hardware Repair. NetKit will validate the request with the Customer, if necessary, and then provide a RMA number via e-mail to authorize the return.
- Customer to document the nature of the product failure, for each product that requires repair, to allow NetKit to isolate the failure and perform the repair. Should Customer fail to provide a failure description NetKit may, at its option, return the failed Field Replaceable Unit (FRU) to the Customer in the condition it was received by NetKit. The FRU to be returned should be appropriately packaged to ensure that it is not damaged in shipment and clearly marked with the RMA number.
 - An FRU damaged in transit will be repaired at the Customer's expense or, if in the opinion of NetKit, the damage compromises its future reliability, the FRU will be returned to the Customer in the condition it was received by NetKit. Customer will return failed products or FRUs to NetKit for repair and NetKit shall repair or replace, at its option, the failed FRU and return-ship it to Customer with thirty (30) days of receipt of the failed FRU.
- Customer will ship all FRUs freight prepaid. NetKit will return-ship the repaired FRUs via standard ground transportation. NetKit will pre-pay the return freight charges.
- Each party will be responsible for custom clearance at its location.

Software Maintenance

NetKit will provide maintenance for software to ensure the covered products conform substantially to NetKit's then current (as of the date of NetKit's product shipment or most recent update to the product software) documentation. Should Customer suspect a problem with the product software, the following defines NetKit policies with respect to maintenance of software for covered products:

- Customer to provide NetKit sufficient detail regarding the reported software problem and allow NetKit a reasonable amount of time for investigation and resolution of the reported problem. NetKit will use its best efforts to simulate Customer's reported problem and to provide a maintenance release to correct reported problem.
- NetKit, at its sole discretion, may determine that an upgrade to the most current version of software for the covered product is required to resolve the reported software problem. Should Customer refuse to upgrade to the most current revision of software, NetKit shall not be obligated to provide software maintenance support hereunder.
- NetKit may recommend, and Customer shall implement, a work-around to any reported software problem provided that the work-around provides substantially the same usability and functionality as defined in the

¹ *NetGuard Basic Program complements and extends NetKit's products warranty and is only offered if contracted for the entire installed base of eligible products*

product specification, until such time as the reported problem can be isolated and a software maintenance release can be provided to Customer.

NetGuard Limited Coverage (GP-)

Same as GP, above, without the Hardware Repair component

Hardware Repair

Hardware repairs under the NetGuard Limited Coverage (GP-) are available. Repairs are priced at 40% of the list price of the item returned with a minimum charge of \$450. Repairs are carried out within 45 days. Customer incurs freight and duties to and from NetKit repair center in the US.

NetGuard Extended Coverage

NetGuard Extended Coverage must be contracted for the entire installed base of eligible products.

Prompt Hardware Repair (PHR)

Prerequisite: NetGuard Basic Coverage (GP)

An extension to the basic hardware repair service provided under NetGuard, whereby NetKit dispatches the repaired or equivalent Field Replaceable Unit (FRU) to the Customer within fourteen (14) business days from the time that the faulty FRU arrives to NetKit.

NetGuard Premium Coverage

NetGuard Extended Coverage must be contracted for the entire installed base of eligible products.

Action Line 24x7

Prerequisite: NetGuard Basic Coverage (GP)

A premium service provided under NetGuard Premium Coverage providing telephone technical support twenty-four (24) hours per day, seven (7) days per week (including public holidays). The response time is within two hours.

Advanced Replacement (AR)

Prerequisite: NetGuard Basic Coverage (GP)

Premium services, whereby NetKit will advance ship FRU(s) after a qualified request from the Customer, prior to receipt of the faulty FRU(s). Turn around time from Customer qualified request until shipment of the FRU(s) is two (2) business days.

All replaced faulty FRU(s) will be returned to a NetKit Action Line site by the Customer within fourteen (14) days from receipt of the advanced replacement. Customer will use the RMA number provided with the advanced replacement. If NetKit does not receive the faulty FRU(s) within 14 days of the receipt of the advanced replacement by the Customer, NetKit will invoice the Customer for the advanced replacement based on NetKit's local price list of the FRU. Upon receipt of the returned FRU(s) by NetKit, title to those FRU(s) will pass to NetKit and the replaced FRU(s) will become the property of the Customer.

NetGuard Professional Services

Customers may enlist NetKit professional services personnel to assist in the planning, configuration, and installation of networks that include NetKit equipment. Fees and personnel availability quoted on request.