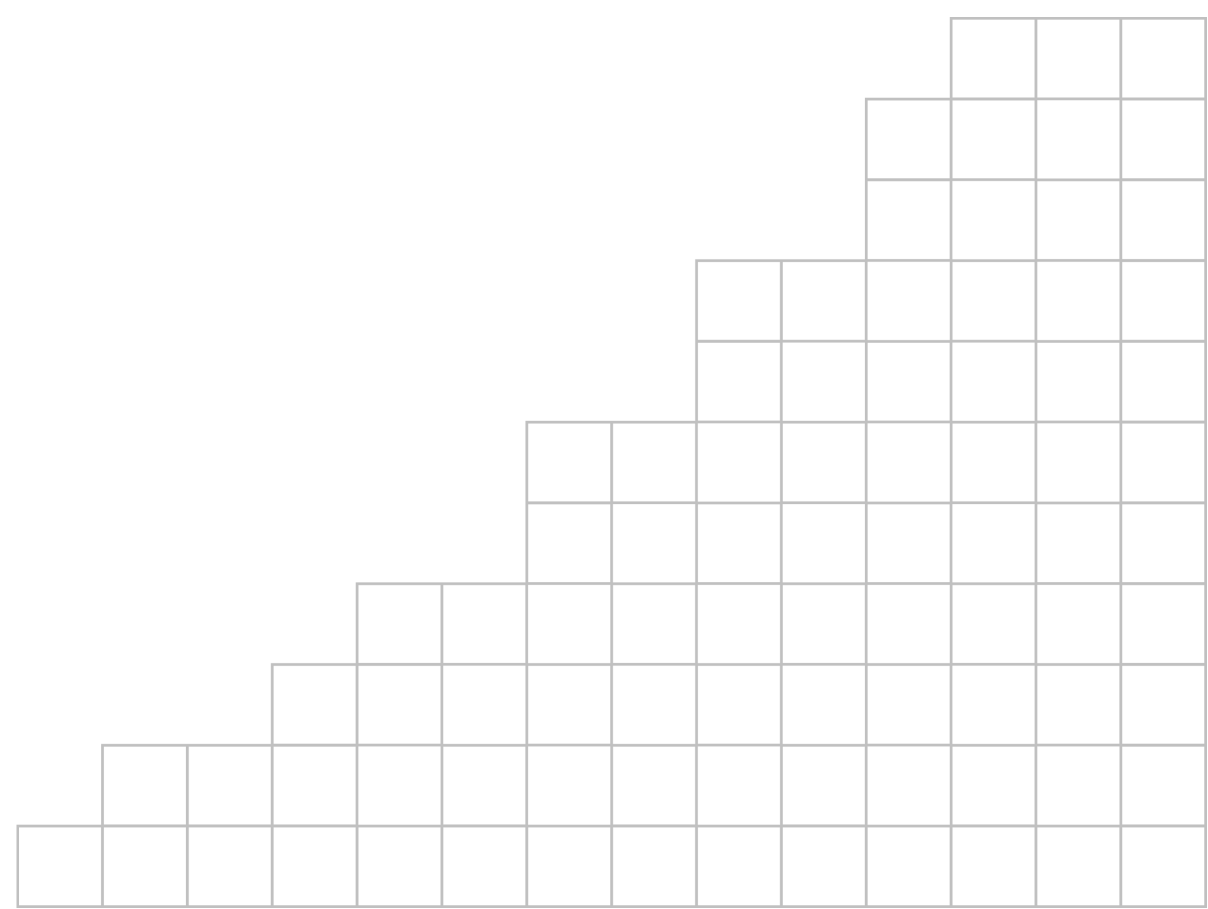
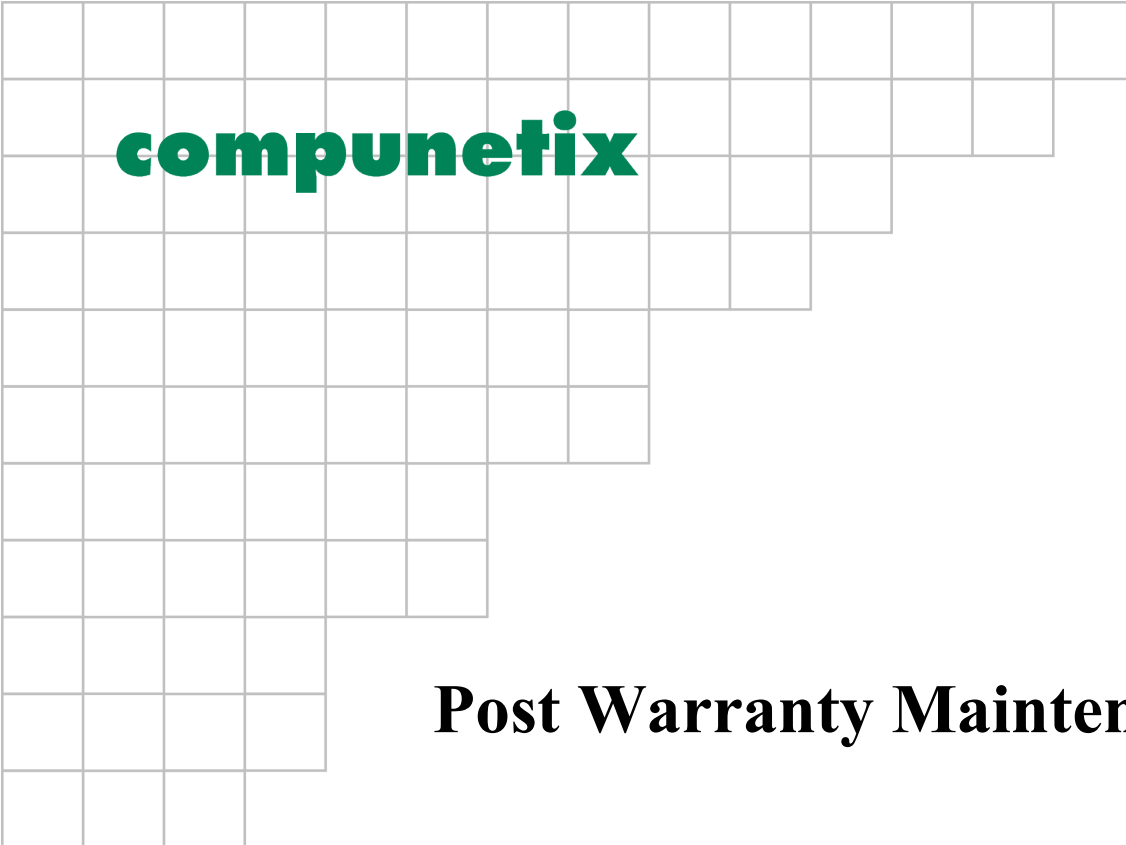




# Post Warranty Maintenance Services

## Description

December 2022



## Standard Services

Standard Services include the following:

- **Helpdesk Support**

Compunetix will provide helpdesk assistance to the customer in the use, configuration, incident analysis, hardware replacement, and routine maintenance of the Compunetix supplied equipment. Helpdesk support will be during normal business hours. The customer will collect any computer files, logs, or records requested by Compunetix engineers to determine the issue and transmit them to Compunetix in a mutually agreeable format.

- **Standard Operation**

Helpdesk and email support are available from 8:00 a.m. to 5:00 p.m. Eastern Time on Monday through Friday, excluding holidays observed by Compunetix (Standard Operation). Outside of Standard Operation, a service will provide direct access to the on-call engineer for support of Severity 1 Problems only. Access to web-based support is also available.

- **Accessing Support Services**

Compunetix Helpdesk Support is available at 800-674-3351 (international +1-412-858-7174), 24/7/365. Customers may also send problem reports via email:

- For Summit/Olympus® or ConferenceManager™: [csdsupport@compunetix.com](mailto:csdsupport@compunetix.com)
- For Video Call Center™: [vccsupport@compunetix.com](mailto:vccsupport@compunetix.com)
- For EVERGREEN™: [vsdsupport@compunetix.com](mailto:vsdsupport@compunetix.com)

- **24 by 7 Coverage**

Compunetix will provide a 24 hour, 7 day per week answering service to connect with a Compunetix engineer for Severity 1 issues and outages. An outage is defined as any of the following:

- Inability to initiate or receive calls or build conferences from any operator console or the Maintenance Client (MC)/Maintenance Administration Terminal (MAT).
- Loss of greater than 25% of conference port capacity.
- Loss of greater than 25% of operator consoles for systems having four or more installed operator consoles.

For Severity 1 issues and outages outside of standard operations customers must contact Compunetix by phone.

- **Hardware Repair and Return**

If an error is identified and is determined by Compunetix to be in the hardware of the system, Compunetix will either repair or replace the hardware using the return material authorization procedure. New parts or parts refurbished or repaired to perform as new for error correction of the system will be furnished on an exchange basis. An exchanged part becomes owned by Compunetix.

- **Advanced Replacement**

When requested by the customer, Compunetix will send replacement parts to the customer in advance of receiving defective parts. Compunetix will invoice the customer for the list purchase price of the material advanced to the Customer, which must be paid if defective material is not returned to Compunetix within 10 days.

- **Remote Diagnostics**

Compunetix will have the ability to remotely access the customer’s equipment. The customer is responsible for providing service at the customer’s premises and for arranging remote access at the mutual convenience of the customer and Compunetix.

- **Error Correction**

At Compunetix sole discretion, Compunetix shall be responsible for using all reasonable diligence in correcting verifiable and reproducible errors reported to Compunetix in accordance with Compunetix standard error reporting procedures. Compunetix shall, upon verifying that such an error is present, initiate work within one business day in a diligent manner toward development of an error correction. Following completion of the error correction, Compunetix may provide the error correction through a “temporary fix” consisting of sufficient programming or operating instructions or hardware to implement the error correction, and Compunetix will include any error correction to the software in all subsequent releases of the licensed program, as applicable.

- **On-site Diagnostics and Troubleshooting**

If helpdesk support and remote diagnostics cannot resolve a service-affecting problem within 72 hours, Compunetix will send an engineer to the customer’s location for on-site diagnostics and troubleshooting. The customer shall reimburse Compunetix for transportation expenses and for lodging and meals.

- **Minor Software Enhancements**

Periodically, Compunetix provides minor enhancements that add features or functionality to its conferencing products. Minor enhancements are based on feedback from Compunetix customers, on market comparisons, and on our vision of how the products will evolve to be even more useful. Minor enhancements are installed by the customer.

- **Problem Severity**

“Problem” means any actual or perceived failure or impairment, including but not limited to an error, that causes reduced functionality to the supported product. Compunetix assigns a problem classification at the time of initial contact with the end user. Problem classifications may be changed based upon new information. Problems are classified as follows:

- a) **Severity 1:** Supported product is inoperable or has a safety and/or regulatory standard violation.
- b) **Severity 2.** Supported product failure, which results in a service interruption or degradation impacting significant aspects of the application and a workaround is not available.
- c) **Severity 3.** Limited supported product failure, which prevents some functions from meeting the product specifications or cause some features or functionality to be inoperative. Supported product is useable with limitations that are not critical, and a workaround is available.
- d) **Severity 4.** General questions, advice, problems, or errors having minimal impact to use or function of Supported Product.

- **Response Time**

Compunetix will provide an acknowledgement to all support requests within 2 hours during times of Standard Operation, and 4 hours outside of times of Standard Operation. If Compunetix is unable to resolve the problem during the resolution periods, end user and Compunetix will agree on what additional information and/or documentation will be required for resolution. Compunetix shall work with end user in attempting to reproduce any such problem.

- **Exclusions**

Compunetix is not required to provide any support services relating to problems arising out of (i) End User's use of the Supported Products in a manner inconsistent with the use for which such Supported Products were designed, (ii) accident, (iii) End User's negligence, misuse or modification of the Supported Products, or (iv) any software release older than the current or immediately preceding Major Release.

## Optional Services

In addition to post-warranty maintenance and service contracts, Compunetix offers optional services, which can be purchased by the customer unless otherwise provided. Generally, these are services for which there is no regular requirement but might be desired on a case-by-case basis. Optional services include the following:

- **Helpdesk support (for support outside the scope of the agreement)**
- **Engineering Services**  
Compunetix offers engineering support services not covered under Original Limited Warranty or Post Warranty Maintenance Agreements; please see the price quote for pricing.
- **On-Site Technical Support (for support outside of diagnostics and troubleshooting)**  
When requested by the customer’s authorized representative and upon receipt of a valid purchase order, Compunetix will send an engineer to the customer’s location for on-site technical support. The customer shall reimburse Compunetix for transportation expenses and for lodging and meals. The customer shall reimburse Compunetix for field service labor at Compunetix list prices for field service labor. A minimum of 8 hours labor will be charged. For example, on-site technical support can be purchased to relocate equipment or to assist in setting up new network configurations.
- **Major Software Enhancements (New Release)**  
When available, Compunetix will offer major software enhancements to customers at its current list price for the software release. If Internet access is provided, Compunetix will install software enhancements.
- **Preventative Maintenance Service**  
Compunetix checks the condition and configuration of all system components and performs cleaning and replaces components showing deterioration through normal use. Compunetix verifies power supply settings, fan operation, switch settings, and makes adjustments where necessary for best operation. Preventative maintenance is scheduled annually at the mutual convenience of the customer and Compunetix at least 30 days prior to the scheduled service.