

MATTEC SOFTWARE SUPPORT & SERVICES

	Silver	Gold
Software updates including; remote technical assistance for server upgrade and review of client upgrade process	✓	✓
Phone support; 8am - 5pm EST, Mon-Fri	✓	✓
7 day 24 hour business critical phone support; response within 60mins GOLD \$200 per/incident fee; SILVER \$500 per/incident fee	✓	✓
On-line registering of all cases, including visibility to status and actions taken. (Fall 2011)	✓	✓
24hr Case logging via web (Fall 2011)	✓	✓
Consultation on opportunities to link Mattec data with other Customer systems. (Actual integration assistance, remote or on-line, is a chargeable service).	✓	✓
Annual remote assessment and review of software use. Scorecard report including recommendations for increased benefit.	✓	✓
Management Review; recommendations based on annual assessment, and industry-specific efficiency benchmark. Open dialogue and feedback on Mattec product development. Via conference call.	✗	✓
Priority Case handling for non-business critical issues	✗	✓
25% discount on Training, Report Creation, and Integration Consulting services (including travel day rates). Does not include travel and meal expenses.	✗	✓
20% discount on Field Services visits (including travel day rates). Does not include travel and meal expenses.	✗	✓

Hardware Coverage

The below schedule applies to repair and/or replacement of all types of AIU/MIU/TSMIU as applicable.

Coverage on materials (e.g. cable), sensor kits, or other such external hardware is as per the OEM's stated warranty coverage and is not included in the Solarsoft Hardware Coverage plan.

Year	Repair Discount*		Replacement Discount**	
	Silver	Gold	Silver	Gold
0-1	All hardware is warranted 1 year from shipment date			
1-3	50%	100%	50%	75%
3-5	25%	50%	25%	50%
5-10	0%	25%	0%	25%

* Does not include keypads, displays or circuit boards.

** Replacement discount applies to equivalent model of existing hardware unit that cannot be repaired (e.g. parts not available), or the customer chooses not to repair for cost/benefit reasons. The replacement discount CANNOT be applied to new unit purchases.

Disclaimer

No part of the hardware coverage warrants or covers damage from abuse or unauthorized repair or alteration.

Shipping Charges

First year outbound shipping charges are included in both maintenance programs.

Outbound shipping charges of repair or replacement hardware are included in the Gold ONLY.

Prices Subject to Change Without Notice

Diagnosis: \$195 (if repair is possible and customer chooses not to proceed)
Repair: \$495 per device per incident (inclusive of diagnosis)