

Entitlement	Permanent	1 <sup>st</sup> Year			2 <sup>nd</sup> Year			3 <sup>rd</sup> Year		
	Platinum	Gold	Silver	Bronze	Gold	Silver	Bronze	Gold	Silver	Bronze
Program Charge Based on Hardware Total Cost	✓				18%	6%		24%	12%	
Access to Support website	✓				✓			✓		
Software upgrades and updates	✓				✓			✓		
MRTG Monitoring	✓				✓			✓		
Free upgrade of OS and Equipment	✓							✓		
Free Demos of Services	✓				✓			✓		
Discount on Spares	10%				5%			5%		
Discount on Upgrades	✓				✓			✓		
Remote Support (telephone, email) 24hrs x 7days	✓				✓	9hrs x 6days		✓	9hrs x 6days	
Advance Hardware Replacement Limit	24 hours				72 hours	20 days		72 hours	20 days	
On-site Repair Technician	✓				\$200/day	\$400/day		\$200/day	\$400/day	
12-Month Extended Warranty	✓				✓			✓		
Shipping defective equipment from customer site to AHT is charged to	AHT				AHT	Customer		AHT	Customer	
Shipping defective equipment from AHT to customer site is charged to	AHT				AHT	AHT		AHT	AHT	
Repair / Hardware on credit	✓									
Refund / Compensation for delay after "Hardware Replacement Limit"	✓				✓	✓		✓	✓	
Cover all the repair and/or replacement of the defective item within Order Form period.	✓									
Prior to signing up a support contract, AHT engineer must make sure and register all equipment covered under the support agreement. This information will be entered into the AHT support system.	✓									
After troubleshooting and detecting the problem, the Customer Care must send the customer requesting the repair and / or engineer visit, a quote for his approval. Customer PO must confirm the quote before dispatching the engineer or the part.	✓									
Defected equipment caused by operating under non-standard operational environment or caused of misuse, will be charged to the customer.	✓									
Standards Remote Support Hours are Saturday to Thursday from 9:00 to 18:00	✓									