



WARRANTY & SUPPORT SERVICES

Ingenicomm offers three tiers of hardware and software warranty and support services for its product offerings: Silver Service, Gold Service, and Platinum Service. Higher tiers include all of the services provided at lower tiers as well as additional services specific to that tier. The table below provides a summary of the key features provided at each tier.

	Silver	Gold	Platinum
Online help desk	✓	✓	✓
Telephone support (Monday – Friday, 8 AM – 5 PM EST)	✓	✓	✓
Best-effort hardware repair or replacement	✓	✓	✓
Updated software releases, bug fixes, and patches	✓	✓	✓
24x7x365 telephone support with 2-hour response time		✓	✓
Advance hardware exchange depot			✓

Silver Service

The Silver Service package includes hardware warranty, software maintenance, and technical support, and is included for the first year following delivery of all Ingenicomm products.

Ingenicomm’s standard hardware warranty coverage provides for best-effort repair or replacement of defective items; full warranty terms and conditions are provided in Ingenicomm’s warranty statement. Ingenicomm’s software maintenance includes delivery of all updated software releases, bug fixes, and patches for the duration of the maintenance period.

As part of the Silver Service package, Ingenicomm provides direct technical and operational telephone support for all hardware and software issues. Technical support is obtained by contacting the Ingenicomm customer support hotline during normal business hours (Monday through Friday, 8 AM to 5 PM EST). The customer support hotline serves as the focal point for all support issues and is staffed by experienced support engineers who have extensive hands-on engineering, operations and maintenance knowledge of Ingenicomm’s products. Additionally, Ingenicomm’s support engineers have direct access to the core experts who develop Ingenicomm’s products, and any issues not resolved by the hotline are referred to the development staff.

Ingenicomm also provides a web-based Help Desk service, which provides customers the ability to report and monitor trouble tickets. All customers are provided with a Help Desk account with a private login and password.

Ingenicomm, Inc. is a leading provider of ground and range equipment and enterprise engineering services for civil and commercial aerospace programs, as well as the defense and intelligence communities. To learn more about Ingenicomm's service and product offerings, visit <http://www.ingenicomm.net> or contact Ingenicomm at info@ingenicomm.net or +1-703-943-7236.



Gold Service

The Gold Service package is designed for customers who have a strong in-house operations and maintenance organization supporting systems of high criticality where issues need to be resolved quickly.

The Gold Service package provides all services listed in the Silver Service option. Additionally, the Gold Service package provides direct 24x7x365 telephone support. During normal business hours, direct support is provided through the Ingenicomm customer support hotline. Additional around-the-clock engineering support is provided on an on-call basis; after normal business hours, the customer support hotline pages a fully qualified support engineer, who provides a 2-hour response time.

Platinum Service

The Platinum Service package is designed for customers who have a requirement to provide operations and maintenance support to mission critical systems at multiple sites that demand prioritized engineering support and rapid replacement of failed components.

The Platinum Service package provides all services listed in the Gold Service option. Additionally, the Platinum Service package provides advance hardware exchange, with next-business-day shipment of replacement components. Ingenicomm maintains a depot with a sufficient number of spare parts to meet the needs of all customers that select the Platinum Service option, allowing customers to reduce depot and sparing costs, particularly when supporting multiple sites.

Renewals and Upgrades

Each service package is available as a renewal option in annual increments for one to five years beyond the first year of standard coverage. Overlap of coverage is mandatory; renewal options must be purchased prior to expiration of coverage. In the event of a lapse in coverage, Ingenicomm may at its discretion require re-certification of operability. The cost of re-certification is the responsibility of the equipment owner.

Customers may elect to upgrade from the Silver Service package to the Gold or Platinum Service package by paying the difference between the price of the renewal for the desired upgrade and the Silver Service package renewal.

Customers may opt for continuation of software maintenance and customer support without an extension of hardware warranty; this does not apply to the Platinum Package, where full coverage is required. Out-of-warranty hardware repair is available on a best-effort time-and-materials basis, and an evaluation fee is charged for each returned component.