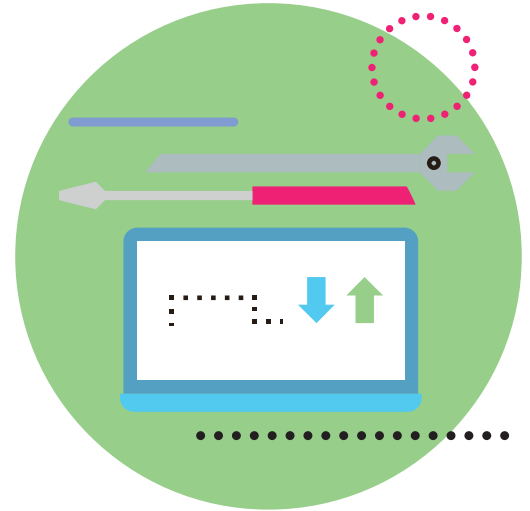


# SAM Care Services — Base Care

## Data Sheet

**SAM's Base Care is box focused and is ideal for customers who desire a cost-effective way to insure against hardware failures as well as accessing remote support from skilled engineers 24x7.**



### Base Care includes the following services:

#### Remote Support

SAM's experienced support engineers provide remote assistance and resolution by phone and email, including remote diagnostics where possible.

#### Software Maintenance Releases

Maintenance releases ensure that your SAM product is kept up to date with the latest available software for your version of product.

#### 24x7 Emergency Support

Customers have access to SAM's Technical Help Desk 24 hours a day, 7 days a week for any critical issues.

#### Hardware Repair

If any SAM supplied equipment experiences a hardware fault, SAM will diagnose and repair the failed unit, returning it to the customer within the committed timescales.

#### Web Access

Customers have access to SAM's ticketing system offering the ability to create, update and track incident tickets.

#### Options

Customers may add SAM's On-Site Spares Management Service, Consulting Services and/or Dedicated On-Site Engineers to their agreement for an additional fee.

Service Activity	SAM CARE		
	Base	Essential	Complete
KPI Handling Priority	Standard	High	Highest
8x5 Technical Phone Support	•	•	•
Repair Service	•	N/A	N/A
Maintenance SW Releases	•	•	•
24x7 Emergency Support	•	•	•
Remote Support	•	•	•
Web Access	•	•	•
Reporting	•	•	•
Minor Software Releases		•	•
Advance Replacement Parts *		• **	• **
Major Software Releases		^	•
On-Site Support			• ^^
3rd Party Management			•
Quarterly Service Reviews			•
		* Not applicable to IQ Modular ** Not applicable to software only products ^ Included with Quantel Rio and Kahuna ^^ Limited to 6 visits per year	
	Optional Add-On's		
On-Site Critical Spares		•	•
Consultancy	•	•	•
Dedicated On-Site Engineer	•	•	•