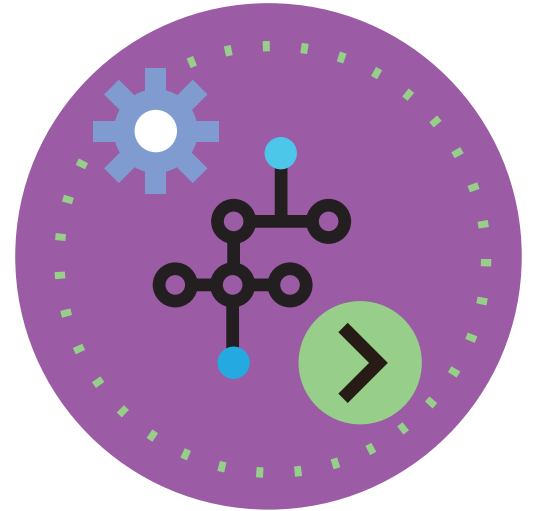


SAM Care Services — Essential Care



Data Sheet

SAM's Essential Care is designed for products/systems that are considered more critical, and where customers require both higher prioritization and a more comprehensive set of support services.



Essential Care includes the following services:

Business Hours Support

Customers have access to SAM's Technical Help Desk during normal business hours to request hardware repairs, request help for operability and configuration issues, and make technical inquiries.

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.

Software Updates *

Customers have access to the latest 'in-version' software. Software updates include a roll up of any maintenance releases as well as new features.

Advance Replacement Parts **

Should a hardware failure occur, SAM will dispatch a replacement part no later than the next business day. This service also includes a pre-paid shipping label for returning the faulty part.

Reporting

Customers have access to statistical reports related to support, including ticket status and resolution via SAM's dedicated ticketing system.

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.

* Software Upgrades including new functionality are also included in Quantel Rio and Kahuna products.

** Not applicable to Software only supplied products.

Essential Care

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		Λ	•
On-Site Support			• ΛΛ
3rd Party Management			•
Quarterly Service Reviews			•
			* Not applicable to IQ Modular ** Not applicable to software only products Λ Included with Quantel Rio and Kahuna ΛΛ Limited to 6 visits per year
	Optional Add-On's		
On-Site Critical Spares		•	•
Consultancy	•	•	•
Dedicated On-Site Engineer	•	•	•