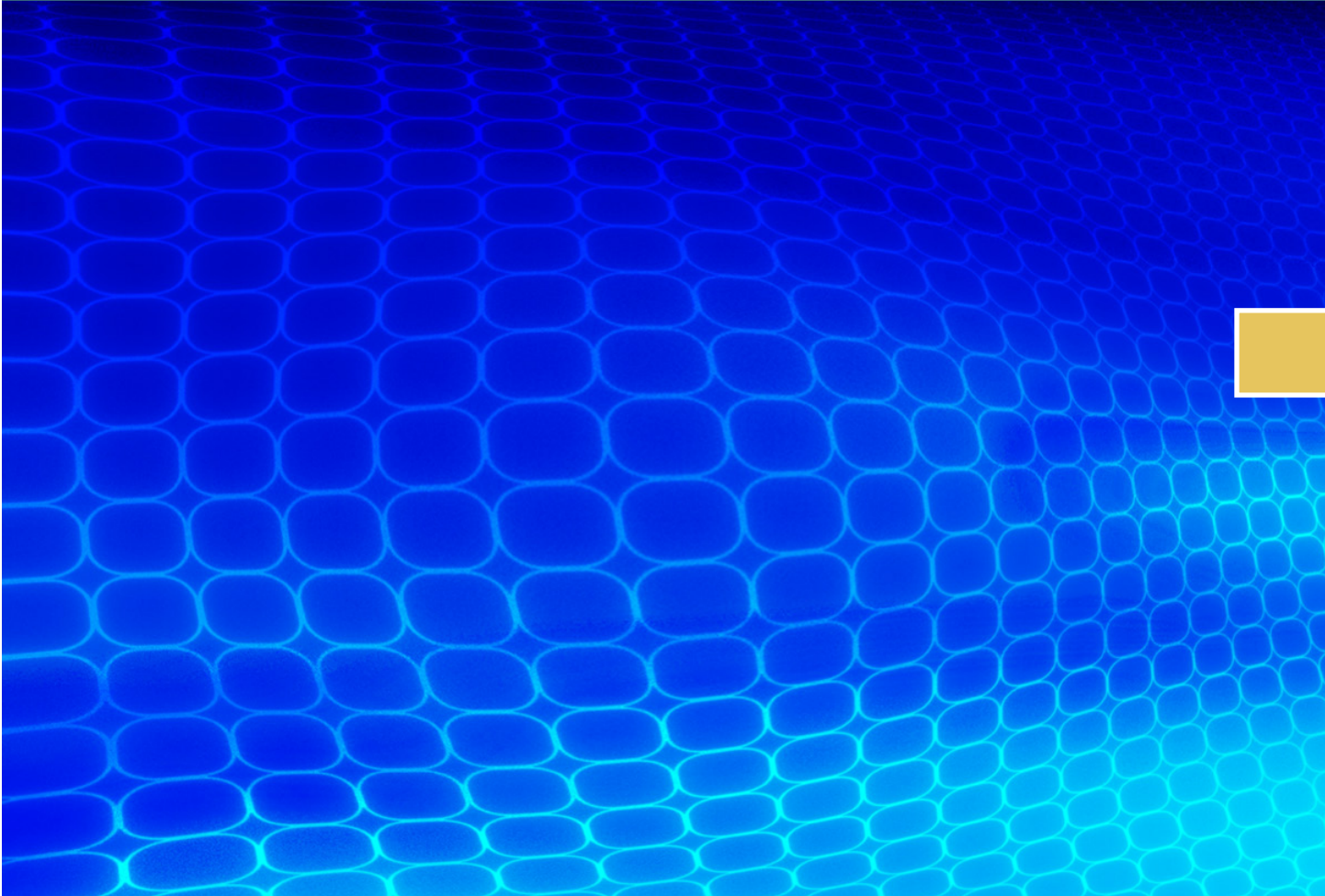


[ ASCOM TECHNICAL SERVICES ]

ASCOM TECHNICAL ASSISTANCE PLANS  
GET THE MOST FROM YOUR INVESTMENT



## Ascom offers customers two different Technical Assistance Plans. Customers can choose a plan based on their particular needs.



Ascom presents Technical Assistance Plan options that provide direct access to the experts. The Plans include services such as unlimited toll-free telephonic technical support, after hours technical support, system diagnostics, remote programming, activation, promotional discounts and more. Technical Assistance Plans are available to Freeset, Freeset IP-DECT and FreeNET customers.

### Benefits

- Maximize system performance
- Minimize malfunction related downtime
- Predictable maintenance cost
- Safeguard your investment with access to factory experts
- Technical advisories
- Access to online tools, software and technical product guides
- Access to Ascom Academy for certification training and information

### Description of coverage

#### *Wireless Port*

The pricing will be based on the number of wireless users and the number of Ascom base stations.

#### *Toll Free Technical Support*

Unlimited toll-free Technical support during normal business hours.

#### *After Hours Technical Support*

Toll-free support for Major Failures impacting 25% or more of users.

#### *Service Help Desk featuring*

Ascom uses BMC Software for service desk management to provide efficient incident resolution.

#### *Service Advisories*

Service plan participants are added to the technical distribution list for technical service bulletins.

#### *Remote Access featuring*

Ascom uses GoToAssist to provide fast, easy and secure remote support services.

#### *Remote System Diagnostics*

Upon request, a member of the Ascom support team will obtain access to your system via remote capabilities (remote dial up or VPN) in order to review system performance.

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### FOR MORE INFORMATION

To learn more about Ascom products and solutions, visit [ascomwireless.com](http://ascomwireless.com). For more information about our flexible and affordable Technical Assistance Plans, call 877-71ASCOM.

*Remote Programming*

An Ascom support specialist will add extensions to available and connected ports, add base stations to available and connected ports, and set system parameters.

*Promotional Discounts*

Plan participants will receive up to 20% off all Ascom Technical Training. Participants will also be added to the Promotional Discount distribution list.

*Dispatch Provisions*

Ascom will provide dispatch assistance and help locate a local certified technician.

*Call Time Response*

During our normal business hours of 8:00am to 5:00pm EST, Monday - Friday, excluding holidays, calls will be returned within 30 minutes. Calls are taken in real time and requests are processed immediately. After normal business hours, calls will be returned within 1 hour. Requests after normal business hours must be Major Failure affecting 25% or more of system functionality.

Ascom Technical Assistance Plans		
Plan name	Service	Response time
<b>24 x 7 TAC</b>  <b>PRICE<sup>1</sup></b> \$20 per user & Ascom base station / 12 months	<ul style="list-style-type: none"> <li>• Unlimited toll free technical support during normal support hours<sup>2</sup>.</li> <li>• Unlimited toll free support for Major Failure<sup>3</sup> after normal business hours.</li> <li>• Service advisories.</li> <li>• Remote system diagnostics.</li> <li>• 20% off Ascom technical training.</li> <li>• Assistance with technician dispatch needs.</li> </ul>	Business hours: 30 min.  After hours: 1 hr.  Dispatch: N/A
<b>24 x 7 TAC with Remote Programming</b>  <b>PRICE<sup>1</sup></b> \$26 per user & Ascom base station / 12 months	<ul style="list-style-type: none"> <li>• Unlimited toll free technical support during normal support hours.</li> <li>• Unlimited toll free support for Major Failure after normal business hours.</li> <li>• Service advisories.</li> <li>• Remote system diagnostics.</li> <li>• Remote programming.</li> <li>• 20% Off Ascom technical training.</li> <li>• Assistance with technician dispatch.</li> </ul>	Business hours: 30 min.  After hours: 1 hr.  Dispatch: N/A



**Ascom Certified Administrators and Remote access are required for all plans.**

- 1 The pricing will be based on the number of wireless users and the number of Ascom base stations. Pricing may vary depending on customer location, commission date and product condition.
- 2 Normal support hours are from 8:00am to 5:00pm EST, Monday through Friday excluding holidays recognized by Ascom (US) Inc.
- 3 A Major Failure is a failure impacting 25% or more of the users.

