



Service Guide for Resellers and Service Providers

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1. Technical Service Offerings

<http://www.ascomwireless.com/pd/support.htm>

Ascom offers an array of Technical Services to its resellers to support the Ascom product offering and integration solutions. The Ascom Technical Services Department is staffed with skilled experts who provide technical assistance, certification training, installation services, product repair and professional services to protect the lifecycle of Ascom products. Ascom will host a 24-hour technical support call center, online services and anytime learning options.

Each Ascom Partner has exclusive access to this support system. The rates for such services may depend on the classification of the Partner, as defined in the active Partner Agreement, and the knowledge achievements as demonstrated through current Ascom certifications.

Items that are available for resell will be indicated.

1.1. WWW Help Desk

Each partner will have access to Ascom's Web-based Help Desk trouble report system. Partners may initiate service requests either through the online Help Desk, chat session or by contacting a representative through a toll free line for TAC. Once the service request has been initiated, a ticket number will be provided to the requestor. In cases where a request cannot be solved with a single phone conversation or email the ticket information will be updated and the Partner contact will be notified of any updates. Partners may monitor the status of such tickets at any time through our Web-based help desk. The Help Desk will also provide FAQ's as well as background information for related instances.

1.1.1. Price

WWW Help Desk		
Classification	Price	Notes
Certified Reseller	\$0	
Certified Service Partner	\$0	
Other	\$	

1.2. Telephonic Technical Support

Each Partner will have access to a toll free line and a staff of engineers dedicated to providing technical support. Normal support hours are from 8:00 AM EST to 5:00 PM EST. All requests are logged into a support database and receive immediate attention.

1.2.1. Price

Telephonic Technical Support		
Classification	Price	Notes
Certified Reseller	\$0	
Certified Service Partner	\$0	
Other	\$	Per call

1.3. After Hours Telephonic Support

Each Partner may also use the toll free line to request support in an after normal hours emergency scenario. For assistance that is needed outside of the normal support hours (8:00 AM to 5:00 PM EST), the Partner may contact the duty engineer by following the appropriate prompt directions provided when dialing the toll free number. Upon your call, our technical support call center will automatically find the duty engineer and connect you to this individual. In some instances you may be prompted to leave a return call back number and an engineer will return your call within one hour.

1.3.1. Price

After Hours Emergency Support		
Classification	Price	Notes
Certified Reseller	\$0	
Certified Service Partner	\$0	
Other	\$	Per call

1.4. Technical Training *Resell Available*

<http://www.ascomwireless.com/pd/support-training.htm>

Ascom will provide frequent technical training so that Resellers may achieve or maintain the certification standards associated with the various levels of Solution Partnership. The training courses will consist of WEB based E-Learning and instructor-led, hands-on technical training held in our Ascom Academy training facility in RTP, North Carolina. Ascom will publish all training course and schedule information on both the Ascom Partner and Public WEB page.

1.4.1. E-Learning Pricing *Resell Available*

Hosted E-Learning		
Classification	Price	Notes
Certified Reseller	\$	Per seat, 3 months or 12 months
Certified Service Partner	\$	Per seat, 3 months or 12 months
Other	\$	Per seat, 3 months or 12 months

1.4.2. ILT Pricing *Resell Available*

Instructor Led Training		
Classification	Price	Notes
Certified Reseller	Course dependent	
Certified Solution Partner	Course dependent	
Other	Course dependent	

1.5. Field Services

While Ascom encourages Partners to provide local field services in support of Ascom products, field engineering services are available to our partners. Ascom will offer field support services, on a limited basis, for implementation efforts, integrations and problem resolution efforts.

1.6. Professional Services *Contact Ascom for Resell Availability*

Ascom offers professional services to preserve the lifecycle of the Ascom solution. Ascom will offer these services, in limited areas, to prepare, implement, commission and evaluate Ascom systems.

1.6.1. Configuration Design

Ascom offers design of system configuration. With the design of a wireless system there are many factors to be considered such as telephone switch integration, advanced nurse call integration, text messaging, simultaneous call capacity and high density frequency planning. We have experts who will design these configurations for you and create everything from the conceptual block diagram to the actual build of materials sheet.

1.6.2. Pre-Configuration

Ascom will provide pre-configuration service to ease implementation efforts. Ascom will conduct a data collection survey to obtain specific programming and configuration needs that can be accommodated and tested in a lab prior to shipment.

1.6.3. System Analysis

Ascom offers a System Analysis which is conducted by Ascom technical experts and provides an evaluation of all aspects of wireless system performance. Ascom will visit the site and document all findings associated with the wireless system performance and provide written recommendations for improvement. A subsequent document detailing the Traffic Analysis, to assist with expansion or process change planning, will be provided if the customer has or purchases Ascom Traffic Analysis applications.

1.6.4. RF Survey (Freeset and IP-DECT Only)

The only way to qualify base station placements and counts is with an RF Site Survey designed to measure the actual signal strength and signal quality with a tool that simulates the coverage range of each base station. Ascom requires Solution Partners to own a Site Survey kit, but we also offer the service of performing the survey.

1.6.5. Clinical User Training

Ascom offers clinical user training for healthcare facilities that wish to utilize the Ascom wireless capabilities to the fullest extent. Ascom uses healthcare professionals to conduct this training to ensure that users and supervisors optimize their work flow with Ascom capabilities.

1.6.6. Installation Service

Ascom offers installation service and provides experts to see projects through from start to finish. Ascom factory certified experts will tackle complex integrations and help minimize the impact of an implementation, expansion or upgrade project

2. **Required Knowledge**

<http://www.ascomwireless.com/pd/pdf/guide/ascomCertificationTracks.pdf>

2.1. **Ascom Certification Requirements**

Each Ascom reseller is required to maintain a staff or resources who are Ascom certified technicians or they must have an active agreement Ascom or an Ascom service provider prior to proposing, installing, commissioning or maintaining Ascom products and solutions.

The primary responsibility of the Ascom certified service professional is to ensure that limitations are communicated and that quality systems are commissioned and maintained. In the event of a malfunction, the Ascom certified service professional must be able to restore the system to proper working order. Therefore, the service professional must be familiar with all aspects of system administration and maintenance.

To be Ascom Certified to install and service Freeset (IP-DECT), FreeNET, UNITE, and telePRODUCT systems or any subsequent products of Ascom, the individual must have successfully completed the appropriate Ascom certification training.

2.2. **Ascom Academy Certifications**

ACSI (Ascom Certified System Integrator)
FNCP (FreeNET Certified Professional)
FNCA (FreeNET Certified Administrator)
UCP (UNITE Certified Professional)
UA (UNITE Administrator)
DCP (DECT Certified Professional)
DCA (DECT Certified Administrator)

2.3. **Available Training**

<http://www.ascomwireless.com/pd/pdf/courseDescriptions.pdf>

E-Learning: **Resell Available**

Ascom will host E-Learning and provide means for Self-Paced education.

Clinical User Training: **Resell Available**

Ascom will offer user training.

Instructor Led Training: **Resell Available**

Ascom conducts instructor led training from the Ascom Academy located in Research Triangle Park, NC. Ascom also offers group training at customer and partner locations.

2.4. **Additional Information**

Additional information concerning Ascom training, including schedules, course descriptions, policies and registration can be found in on the Ascom Partner WEB page (<http://www.ascomwireless.com/pd>) under the Technical Training section or you can contact your Channel Manager. All courses are available at the Ascom training center in Research Triangle Park, North Carolina. Contact the Ascom Training coordinator for course enrollment at 1-877-71Ascom, option 4.

3. Support Partner Strategy

A defined support hierarchy and escalation plan is the key to good support system. Ascom will maintain a team of technical/product experts to help resolve technical problems in a courteous and expedited manner. Members of Ascom Technical Services Department will provide services such as certification training, TAC support, field service, field engineering and configuration engineering.

3.1. Support Partner Requirements

Resellers and Support Partners will own the master service level agreement with each customer that they provide product to. The services offered by Ascom may be purchased and sold by the reseller under an Ascom branded agreement or a co-branded agreement. Under a contract service agreement, Ascom may then assume a portion of the service level agreement such as installation, HW repair, software updates and technical assistance. Certified Resellers and Support Partners will be responsible for level 1, includes first call and customer care, in all cases.

Certified Resellers and Support Partners should be certified by Ascom to provide 1st and 2nd level product support for their respective customers. Ascom provides 3rd and 4th level support to the Partner. A Partner should have an established hierarchy of support and competence with Ascom products. The Partner must maintain or facilitate a customer contact center, reference equipment and appropriate tools and test equipment to quote, implement and maintain Ascom products. Problems that the Partner considers to be beyond their scope of understanding may be escalated using the provided guidelines, to the Ascom Technical Support Center by calling 1-877-71Ascom, option 3 or using other help services such as online assistance.

3.2. Levels of Support and Responsibilities

First Level Support (Certified Partner, Support Partner or Ascom TAC Plan)

First level support entails MACs, basic command handling, basic fault location and replacement of faulty hardware by an individual who is trained on the Ascom product.

This typically includes the following activities:

- Customer care center (first call)
- Moves, adds and changes
- Basic understanding of telecommunications, IT, WiFi and all integrated equipment
- Trained on Ascom product
- Locate faulty hardware
- Reset boards, parameters and systems
- Perform on-site actions upon instructions from level 2 and/or level 3
- Provide all necessary information to level 2 at escalation
- Daily system administration
- Operate basic test equipment
- Basic system administration

Second Level Support (Certified Partner, Support Partner or Ascom TAC Plan)

Second level support is defined as establishing and adjusting configuration parameters, software and hardware fault location, installation and integration.

This typically includes the following activities:

- Installation
- Remote installation support
- Integration
- Understanding of telecommunications, IT, WiFi and all integrated equipment
- Ascom certified
- Analyze basic fault codes and perform basic corrective actions
- Make system backups and system restores
- Deploy, provision and activate fixed equipment (base stations, access points and RF receivers)
- Perform diagnostic tests
- Locate and correct faulty configurations and parameter settings
- Initialize and commission systems from scratch
- Vendor certified with associated infrastructure
- Implement and maintain security provisions
- Produce and analyze traces and fault logs
- Utilize analysis application tools such as LAN Planner, Airopack, AirMagnet
- Perform advanced fault analysis on hardware
- Locate and solve faults in supporting equipment using test equipment, e.g. cabling, digital trunk connections, PBX, routers, switches and wireless controllers.
- Identify RF problem areas such as signal loss, time delay spreading (multi-path), co-channel interference and channel dispersion using data and RF analysis tools.
- Perform frequency planning and configuration for high traffic capacity and mission critical systems
- Perform system upgrades
- Provide all necessary information to level 3 at escalation
- Perform OS and security maintenance to support server based applications
- Perform network analysis and maintain a network provisions to accommodate Ascom applications

Third Level Support (Ascom Technical Support Center)

Ascom Technical Services is responsible for providing third level support to the Partner.

The Partner should act as a single point of contact and mediator for the end customer in all cases. If the problem cannot be solved by Level 1 or Level 2 support activities, the Partner should contact the Ascom Technical Support Center (TSC) at 1-877-71ASC0M, option 3.

- Product experts
- Advanced hardware and software fault resolution.
- Non-conformity investigation
- Initiation of product change requests

Fourth Level Support (Ascom)

Ascom will offer resolution for non-conformities when there is no reasonable replacement or work-around solution. Resolution will come in the form of hot-fixes, correction releases, product updates and general releases.

Partners and their account information will be recorded with the Technical Assistance Help Desk Database at <http://www.ascomwireless.com/helpdesk> so that system information will be available to both the Partner and the Ascom Technical Services Team. Upon request, a new trouble ticket will be registered in the database. The Ascom TAC team member will be assigned to the trouble ticket

and will work from this trouble ticket and use the trouble history database to aid with the resolution of the reported problem.

An engineer from the TAC team may need to establish remote access to the system in order to help diagnose or resolve the problem.

- If the problem can be corrected remotely, the Level 3 engineer will make the repairs as needed, advise the Partner and customer of the correction and close the ticket.
- If Level 3 determines that the problem requires an Ascom certified service professional to visit the site, the Partner is responsible for dispatching a certified FreeNET, Freeset , UNITE or telePRODUCT® technician.
- If Level 3 cannot determine the nature of the problem through remote access, the Partner may be asked to make arrangements to dispatch a certified FreeNET, Freeset, UNITE or telePRODUCT® technician to investigate the problem.

If Level 3 is not able to correct the problem remotely or with the aid of an on-site technician, local testing efforts, or experiences failed attempts towards resolution the problem will be escalated to a level 4 development team and expectations for resolution will be communicated by Ascom.

3.3. Escalated Service Options

If any level of certified support determines that a hardware problem exists, the Partner will be responsible for getting both an Ascom certified service professional and the necessary equipment and parts on site. Upon request, all levels of support (Level 1, 2 and 3) should be available to support the field technician once on site. The field technician must contact Ascom to close the service ticket upon resolution of a level 3 problem.

For major system failures (failures effecting greater than 20% coverage and or 20% users) each customer may choose to escalate service issues directly to Ascom if they have not received a response from their respective supporting Partner within 24 hours. Ascom will work with the customer contact to resolve the problem and contact the appropriate Partner.

Customers who wish to utilize the escalated service option may reach an Ascom representative by dialing 1-877-71ASCOM and selecting option 3.

3.4. Recommended Spare Service Parts

Ascom recommends that Partners maintain a local stock of common and critical service parts in order to provide timely maintenance for mission critical applications. Customers may purchase Ascom hardware and software maintenance plans that include replacement stock at the customer premise. Repairable equipment shall be returned to the Ascom Service Logistics Center in Research Triangle Park, North Carolina. For further information on the repair procedures, please refer to Repair Services (section 5) or contact Ascom at 1-877-71ASCOM and select option 6.

4. Radio Fixed Part (RFP) Placement Planning

Resellers are primarily responsible for the provisioning and placement of RFP's (base stations, access points, antennas and transmitters). The Ascom Academy teaches service professionals how to engineer coverage areas with Ascom products such as Freeset base stations, telePRODUCT antennas and telePRODUCT transmitters. Ascom offers proprietary site survey tools to verify and troubleshoot Radio Frequency (RF) coverage.

Ascom will provide RFP planning as a service to assist resellers with opportunities they are pursuing. When resellers request this service they must clearly identify the desired area of coverage as well as provide blue prints of the coverage area, material and construction types throughout the area, high user traffic areas and any restrictions (esthetic or codes) for mounting or placement. An engineer will be assigned to plot suggested placements based on the information that is provided. Services associated with RF planning, other than what is listed in the pricing section, will be quoted on a case by case basis.

To request RFP placement assistance, the reseller must complete and submit the RFP Placement Request Form along with floor plans of the facility to the attention of Ascom Technical Support. The processing of any associated fees must be finalized prior to the start of work. The floor plans should indicate an accurate scale with the desired coverage area clearly defined. This process should be coordinated through the Ascom sales channel.

After reviewing the floor plans, Ascom will return the floor plans with markings indicating base station placement to the reseller.

4.1. Radio Fixed Part (RFP) Comments

Many factors can affect the propagation of the signals transmitted and/or received by an RFP. Factors include building construction, age of material, changing environments, interference, frequency channel allocation, multi-system synchronization and many more dynamics. For this reason, Ascom does not guarantee RFP coverage with planning assistance.

5. Repair Services *Limited Resell Available*

<http://www.ascomwireless.com/pd/support-returns.htm>

Ascom offers services to repair and refurbish the Freetset and FreeNET portable handsets and some other equipment that is subject to physical mishaps. The Ascom repair laboratory is a technically advanced facility located in RTP, NC. Units will be repaired, replaced or returned (un-repairable) to the appropriate party within 48 hours upon the receipt of the unit, a valid Returned Material Authorization (RMA) form and payment.

5.1. Repair Reject Criteria

Ascom reserves the right to deny repair and impose a rejected fee if any of the listed conditions apply.

Repair Reject Criteria
Missing covers
Missing display
Broken front and rear covers
Disassembled units
Units subject to unauthorized repair
Ingress of liquid, dust or other foreign material
Units damaged by external heat
Bar coding and/or serial number removed, altered or worn beyond recognition

6. Contract Service

Ascom extends Technical Assistance, Repair Maintenance Agreements (Product Protection Plans) and Software Maintenance Agreements which are available for partners to sell.

6.1. Technical Assistance Plans (TAP) *Resell Available, in some cases Required!*

Ascom will provide plans to provide customers with access to the Ascom Technical Assistance Center. Ascom will provide customers with access to 24x7x365 access to a technical Help Desk to assist customers with problem resolution. Technical assistance plans are priced on a per port, per base station or per license basis.

6.2. Hardware Maintenance Plans (Product Protection Plans) *Contact Ascom for Resell Availability*

Ascom Product Protection Plans enhance and extend the warranty period of the wireless system, portable telephone peripherals (batteries, belt clips and cases) and/or the portable telephones. Per the discretion of the Partner, this offering will be extended directly to the End Customer. Product Protection Plans are not available for resell and should be offered as a pass through sale to demonstrate value and factory commitment to the product offering. Product Protection Plans offer additional coverage (repairs and services not covered under the standard warranty period) as well as extended coverage periods.

6.2.1. Price

The price of the plan will depend on the number of qualifying portable telephones and the base rate to cover such units. The base rate is to include units that are both covered under a standard warranty (First Year) and/or covered beyond the standard warranty (Extension Year). Rates are also based on non-conformance surcharges, portable handset type and infrastructure type (Freeset or FreeNET).

- The First Year coverage enhances the standard Ascom one-year warranty.
- The Extension Year provides specified coverage beyond the standard warranty period.
- Pricing is on a per portable telephone basis and accounts for the standard warranty period.

Any additional FreeNET or Freeset equipment purchased by or for customers participating in an Ascom Product Protection Plan will automatically be covered under the plan and a pro-rated fee will apply to each additional portable telephone that is added.

6.2.2. Repair Maintenance Requirements

<http://www.ascomwireless.com/pd/pdf/brochure/prodProtectionPlans-br.pdf>

Agreements will be provided per site. Customers who manage or purchase for multiple sites may be required to have separate agreements for each site they wish to cover.

To qualify for the Enhanced plans (Pavilion and Canopy) the customer will be required to purchase the plan from Ascom before the system is commissioned or before the units are deployed.

All additional Ascom equipment purchased for a site with contract coverage will be added and covered for the remainder of the existing term.

6.2.3. Repair Maintenance Restrictions

The Enhanced Plans (Pavilion and Canopy) are only available with new system purchases.

Coverage requests for expansion equipment associated with a system that is not already covered under a protection plan will be evaluated by Ascom on a case-by-case basis.

Customers may not choose to cover only a portion of the Ascom equipment on site.

6.3. Software Maintenance Plan *Contact Ascom for Resell Availability*

The Ascom Software Maintenance Agreement is designed to extend the standard 30-day warranty period of the Ascom application software by providing software updates and remote technical services at no charge during the term of the agreement.

The Ascom software maintenance provided in this agreement is specific to the following products:

- UNITE
- NetPage
- IMS
- PDM
- ECG

- ENS
- CSM
- Administration and Maintenance Applications

6.3.1. Price

The price for software maintenance is based on the MSRP for the qualifying application. A total price of 21% of MSRP for all applicable Ascom software product licenses is a typical rate.

6.3.2. Software Maintenance

Software Maintenance provides the following services:

- Free product UPDATES, which include function and performance improvements and enhancements. Product UPDATES are identified by changes to the version number to the left of the decimal for the version number, i.e., Release 3.2 to 4.0.
- Free maintenance releases, which include serviceability improvements, minor performance improvements, OS conformance updates, security updates and may be identified by changes to the version number to the right of the decimal for the version number, i.e., Release 3.2 to 3.3.
- Free correction patches, “bug fixes”. Correction patches may be identified in the release information, i.e., CR3.3.1.
- Distribution of Technical Service Bulletins
- Toll-free access to Ascom TAC or application specific assistance requests
- Consultation for custom programming needs

Services not included under software maintenance are certification, training, custom programming, development services, on-site support, after hours TAC and/or hardware/network support. Products that enter end-of-life during the contract period are supported per the end-of-life conditions for that product.

7. Service Pricing Summary

PartNo	General	EU/MSRP	Resell
TTS 1001	Technical Telephonic Support (per call)	\$110	n
TTS1040	Field Service	\$116	n
TTS 1002	Field Engineering (SDE)	\$220	n
TTS1006	Base Station Placement Planning (Freeset)	\$110	n
TTS1007	Site RF Survey (Freeset, telePRODUCT)	\$792	n
TTS1030	Pre-Configuration Gateway	\$1,584	n
TTS1035	Pre-Configuration UNITE Module	\$1,584	n
TTS1045	Pre-Subscription, per portable device	\$13	n
TTS1008	Configuration Design	\$495	n
TTS1009	System Analysis	\$1,320	y
TTS1010	After Hours Telephonic Support (per call)	\$220	n
TS IE/MESSAGE	Messaging Installation Service (per day)	\$2,605	y
TS IE/COMM	Standard Commissioning (per day)	\$2,605	y
TS IE/INSTALL	Equipment Installation Service (per day)	\$2,605	y
TS IE/GENERAL	General Implementation Service (per day)	\$2,605	y
TS TLE	Travel, Living and misc Expenses (per day)	\$0	n

PartNo	Training	EU/MSRP	Resell
AWS TT/CLINICAL/USER	Clinical User Training (on-site)	\$1,575	y
AWS TT/GENERAL/USER	General User Training (on-site)	\$1,575	y
AWS TT/FREENET/BASIC	FreeNET Basic ILT	\$945	y
AWS TT/FREENET/ADV	FreeNET Advanced ILT	\$1,425	y
AWS TT/IPDECT/BASIC	Instructor led training for basic IP-DECT systems (3 days)	\$1,425	y
AWSTT/IPDECT/ADVANCED	Instructor led training for Advanced IP-DECT Systems (2 days)	\$945	y
AWS TT/MS/BASIC	Mobility Server Basic ILT	\$945	y
AWS TT/MS/ADV	Mobility Server Advanced ILT	\$945	y
AWS TT/UNITE/BASIC	UNITE Basic ILT	\$1,425	y
AWS TT/UNITE/ADV	UNITE Advanced ILT	\$945	y
AWS TT/IPDECT/ADMIN/KIT	IP-DECT Learning Kit	\$2,525	y
AWS TT/IPDECT/ADMIN/KITSEAT	Special with kit purchase	\$295	y
AWS TT/IPDECT/BASIC	Instructor led training for basic IP-DECT systems (3 days)	\$1,425	y
AWS TT/IPDECT/ADVANCED	Instructor led training for Advanced IP-DECT Systems (2 days)	\$945	y
AWS TT/CustTrain	Customized Training	\$0	y
LZY 213 1146 R2A	Computer Based Training (CBT) for Freeset	\$53	n
13/1/2006	Computer Based Training (CBT) for FreeNET	\$0	n
LZB 119 2663	DCT1900 System Technical Product Manual	\$53	n
LZY 203 5011	Mobility Server Maintenance Instruction Manual	\$53	n
need PN	DCT1900+ System Technical Product Manual	\$53	n

TT IPDECT/TPM	Freeset IP-DECT TPM	\$53	n
TT ELEARN/3	E-Learning (3 month seat)	\$315	y
TT ELEARN/12	E-Learning (12 month seat)	\$998	y

PartNo	Contract Service	EU/MSRP	Resell
TSSMA	SW Maintenance	21% of SW Lic'	y
0	9p	\$0.00	n
TSPAV1/P	Pavilion First Year (9p)	\$37.75	n
TSPAV2/P	Pavilion Extension Year (9p)	\$120.33	n
TSCAN1/P	Canopy First Year (9p)	\$17.70	n
TSCAN2/P	Canopy Extension Year (9p)	\$100.27	n
TSEXTD/P	Extended Warranty Extension Year (9p)	\$82.58	n
0	9d24 Medic and Protector	\$0.00	
TSPIN1/MP	Pinnacle First Year (9d24 Medic and Protector)	\$48.00	y
TSPIN2/MP	Pinnacle Extension Year (9d24 Medic and Protector)	\$127.00	y
TSPIN3/MP	Pinnacle Third Year (9d24 Medic and Protector)	\$133.00	y
TSPIN4/MP	Pinnacle Fourth Year (9d24 Medic and Protector)	\$139.00	y
TSPIN5/MP	Pinnacle Fifth Year (9d24 Medic and Protector)	\$145.00	y
TSPAV1/DM	Pavilion First Year (9d24 Medic and Protector)	\$36.00	y
TSPAV2/DM	Pavilion Extension Year (9d24 Medic and Protector)	\$115.00	y
TSPAV3/DM	Pavilion Third Year (9d24 Medic and Protector)	\$121.00	y
TSPAV4/DM	Pavilion Fourth Year (9d24 Medic and Protector)	\$127.00	y
TSPAV5/DM	Pavilion Fifth Year (9d24 Medic and Protector)	\$133.00	y
TSCAN1/DM	Canopy First Year (9d24 Medic and Protector)	\$17.00	y
TSCAN2/DM	Canopy Extension Year (9d24 Medic and Protector)	\$96.00	y
TSCAN3/DM	Canopy Third Year (9d24 Medic and Protector)	\$101.00	y
TSCAN4/DM	Canopy Fourth Year (9d24 Medic and Protector)	\$106.00	y
TSCAN5/DM	Canopy Fifth Year (9d24 Medic and Protector)	\$111.00	y
TSEXTD/DM	Extended Warranty Extension Year (9d24 Medic and Protector)	\$79.00	y
0	9d24 Messenger	\$0.00	
TSPIN1/M	Pinnacle First Year (9d24 Messenger)	\$38.00	y
TSPIN2/M	Pinnacle Extension Year (9d24 Messenger)	\$101.00	y
TSPIN3/M	Pinnacle Third Year (9d24 Messenger)	\$107.00	y
TSPIN4/M	Pinnacle Fourth Year (9d24 Messenger)	\$113.00	y
TSPIN5/M	Pinnacle Fifth Year (9d24 Messenger)	\$119.00	y
TSPAV1/M	Pavilion First Year (9d24 Messenger)	\$29.00	y
TSPAV2/M	Pavilion Extension Year (9d24 Messenger)	\$91.00	y

TSPAV3/M	Pavilion Third Year (9d24 Messenger)	\$96.00	y
TSPAV4/M	Pavilion Fourth Year (9d24 Messenger)	\$101.00	y
TSPAV5/M	Pavilion Fifth Year (9d24 Messenger)	\$107.00	y
TSCAN1/M	Canopy First Year (9d24 Messenger)	\$14.00	y
TSCAN2/M	Canopy Extension Year (9d24 Messenger)	\$76.00	y
TSCAN3/M	Canopy Third Year (9d24 Messenger)	\$80.00	y
TSCAN4/M	Canopy Fourth Year (9d24 Messenger)	\$84.00	y
TSCAN5/M	Canopy Fifth Year (9d24 Messenger)	\$89.00	y
TSEXTD/M	Extended Warranty Extension Year (9d24 Messenger)	\$63.00	y
0	0	\$0.00	
0	i75 Medic and Protector	\$0.00	
TSPIN1/I75MP	Pinnacle First Year (i75 Medic and Protector)	\$37.00	y
TSPIN2/I75MP	Pinnacle Extension Year (i75 Medic and Protector)	\$97.00	y
TSPIN3/I75MP	Pinnacle Third Year (i75 Medic and Protector)	\$102.00	y
TSPIN4/I75MP	Pinnacle Fourth Year (i75 Medic and Protector)	\$108.00	y
TSPIN5/I75MP	Pinnacle Fifth Year (i75 Medic and Protector)	\$114.00	y
TSPAV1/I75	Pavilion First Year (FreeNET)	\$25.00	y
TSPAV2/I75	Pavilion Extension Year (FreeNET)	\$85.00	y
TSPAV3/I75MP	Pavilion Third Year (i75 Medic and Protector)	\$90.00	y
TSPAV4/I75MP	Pavilion Fourth Year (i75 Medic and Protector)	\$95.00	y
TSPAV5/I75MP	Pavilion Fifth Year (i75 Medic and Protector)	\$100.00	y
TSCAN1/I75	Canopy First Year (FreeNET)	\$13.00	y
TSCAN2/I75	Canopy Extension Year (FreeNET)	\$71.00	y
TSCAN3/I75MP	Canopy Third Year (i75 Medic and Protector)	\$75.00	y
TSCAN4/I75MP	Canopy Fourth Year (i75 Medic and Protector)	\$79.00	y
TSCAN5/I75MP	Canopy Fifth Year (i75 Medic and Protector)	\$83.00	y
TSEXTD/I75	Extended Warranty Extension Year (FreeNET)	\$60.00	y
0	i75 Messenger	\$0.00	
TSPIN1/I75M	Pinnacle First Year (i75 Messenger)	\$32.00	y
TSPIN2/I75M	Pinnacle Extension Year (i75 Messenger)	\$83.00	y
TSPIN3/I75M	Pinnacle Third Year (i75 Messenger)	\$88.00	y
TSPIN4/I75M	Pinnacle Fourth Year (i75 Messenger)	\$93.00	y
TSPIN5/I75M	Pinnacle Fifth Year (i75 Messenger)	\$98.00	y
TSPAV1/I75M	Pavilion First Year (i75 Messenger)	\$22.00	y
TSPAV2/I75M	Pavilion Extension Year (i75 Messenger)	\$73.00	y
TSPAV3/I75M	Pavilion Third Year (i75 Messenger)	\$77.00	y
TSPAV4/I75M	Pavilion Fourth Year (i75 Messenger)	\$81.00	y
TSPAV5/I75M	Pavilion Fifth Year (i75 Messenger)	\$86.00	y
TSCAN1/I75M	Canopy First Year (i75 Messenger)	\$12.00	y
TSCAN2/I75M	Canopy Extension Year (i75 Messenger)	\$61.00	y
TSCAN3/I75M	Canopy Third Year (i75 Messenger)	\$65.00	y
TSCAN4/I75M	Canopy Fourth Year (i75 Messenger)	\$69.00	y
TSCAN5/I75M	Canopy Fifth Year (i75 Messenger)	\$73.00	y
TSEXTD/I75M	Extended Warranty Extension Year (i75 Messenger)	\$51.00	y

	d62 with BlueTooth (Talker, Messenger and Protector)		
TSPIN1/D62B	Pinnacle First Year (d62 with BlueTooth)	\$36.00	y
TSPIN2/D62B	Pinnacle Extension Year (d62 with BlueTooth)	\$72.00	y
TSPIN3/D62B	Pinnacle Third Year (d62 with BlueTooth)	\$76.00	y
TSPIN4/D62B	Pinnacle Fourth Year (d62 with BlueTooth)	\$80.00	y
TSPIN5/D62B	Pinnacle Fifth Year (d62 with BlueTooth)	\$84.00	y
TSPAV1/D62B	Pavilion First Year (d62 with BlueTooth)	\$26.00	y
TSPAV2/D62B	Pavilion Extension Year (d62 with BlueTooth)	\$62.00	y
TSPAV3/D62B	Pavilion Third Year (d62 with BlueTooth)	\$66.00	y
TSPAV4/D62B	Pavilion Fourth Year (d62 with BlueTooth)	\$69.00	y
TSPAV5/D62B	Pavilion Fifth Year (d62 with BlueTooth)	\$72.00	y
TSCAN1/D62B	Canopy First Year (d62 with BlueTooth)	\$13.00	y
TSCAN2/D62B	Canopy Extension Year (d62 with BlueTooth)	\$49.00	y
TSCAN3/D62B	Canopy Third Year (d62 with BlueTooth)	\$52.00	y
TSCAN4/D62B	Canopy Fourth Year (d62 with BlueTooth)	\$55.00	y
TSCAN5/D62B	Canopy Fifth Year (d62 with BlueTooth)	\$57.00	y
TSEXTD/D62B	Extended Warranty Extension Year (d62 with BlueTooth)	\$39.00	y
	d62 (Talker, Messenger and Protector)		
TSPIN1/D62	Pinnacle First Year (d62)	\$32.00	y
TSPIN2/D62	Pinnacle Extension Year (d62)	\$63.00	y
TSPIN3/D62	Pinnacle Third Year (d62)	\$67.00	y
TSPIN4/D62	Pinnacle Fourth Year (d62)	\$70.00	y
TSPIN5/D62	Pinnacle Fifth Year (d62)	\$73.00	y
TSPAV1/D62	Pavilion First Year (d62)	\$23.00	y
TSPAV2/D62	Pavilion Extension Year (d62)	\$54.00	y
TSPAV3/D62	Pavilion Third Year (d62)	\$57.00	y
TSPAV4/D62	Pavilion Fourth Year (d62)	\$60.00	y
TSPAV5/D62	Pavilion Fifth Year (d62)	\$63.00	y
TSCAN1/D62	Canopy First Year (d62)	\$11.00	y
TSCAN2/D62	Canopy Extension Year (d62)	\$43.00	y
TSCAN3/D62	Canopy Third Year (d62)	\$46.00	y
TSCAN4/D62	Canopy Fourth Year (d62)	\$48.00	y
TSCAN5/D62	Canopy Fifth Year (d62)	\$50.00	y
TSEXTD/D62	Extended Warranty Extension Year (d62)	\$35.00	y
	TAP	\$0.00	
TS TAPSTRD	TAP (24x7), per user port free. Included with direct sale	\$21.00	y
TS TAPRPROG	TAP (24x7 w/remote), per user port	\$26.00	y
TS TAPNBD	TAP (24x7 w/NBD), per user port	\$65.00	n
TS TAP4hr	TAP (24x7 w/4 hr.), per user port	\$80.00	n