

[ASCOM TECHNICAL SERVICES]

ASCOM PRODUCT PROTECTION PLANS
CHOICES FOR ENHANCED & EXTENDED COVERAGE





Our Product Protection Plans Offer Customers A Choice Of Extended And Enhanced Warranty Programs For Ascom Equipment.

BENEFITS

- Safeguard against impromptu fees for repairs or replacements that exceed the Ascom standard warranty coverage
- Accurately predict and plan for system repair costs
- Insure your investment beyond the standard warranty coverage
- Save on maintenance costs

Enhance The Standard Warranty

Ascom provides customers with product protection plans to extend and enhance the warranty coverage for the Ascom on-site wireless system. The Pinnacle product protection plan provides enhanced coverage above and beyond the standard warranty for Ascom branded products. The Extended Warranty plan provides an additional year of Standard Warranty coverage.

First Year Pinnacle plans must be purchased before the on-site wireless system is commissioned so be sure to ask your sales representative for more information about the Ascom PPP.

Handset Repair Or Replacement

The following will be repaired or replaced at no cost during the protection period:

- 9d24 Medic, Protector and Messenger
- d62 Protector, Messenger and Talker
- i75 Medic, Protector and Messenger

Wireless Infrastructure

Ascom will repair or replace all defective Ascom infrastructure associated with the Plan at no cost.

Central Equipment

Ascom will repair or replace defective central equipment associated with the Plan at no cost.

Battery Chargers

Ascom will repair or replace defective battery chargers covered in the agreement.

Ascom Technical Training

Customers may register for E-Learning or instructor led training at the Ascom Academy at no additional charge. Limits and availability apply.

Portable Handset Software Updates

Ascom will provide software updates for handsets at no additional charge.

Accidental Damage

Ascom will cover repair costs resulting from accidental damage, providing the handset is repairable.

Annual System Analysis

Ascom will coordinate one system analysis per year. The analysis may include remote dial-up access to the system, a site visit or both. This annual review is required to help monitor the condition of the system and provide the customer with consultation as to how they could improve the configuration and/or administration efforts.

Portable Handset Swap Stock

Ascom will provide a swap stock (2% of qualifying portables on site) to be used to replace defective units during the repair turnaround time.

Belt Clips

Ascom will repair or replace defective belt clips at no additional charge.

Advanced Replacement

Ascom will ship replacement parts (infrastructure) to the customer prior to return of the defective unit.

Defective Batteries

Ascom will replace defective batteries covered in the agreement.

Carrying Cases

Ascom will repair or replace defective carrying cases.

Liquid Damage

Ascom will repair or replace portable handsets damaged by liquid.

Customer Participation Requirements

To participate in the enhanced coverage plans customers will be required to purchase the plan from Ascom before the system and portable handsets are put in use. To participate in the extension year customers must purchase the plan before the end of the standard warranty period (12 months).

Exclusions

The Product Protection Plans do not cover third-party equipment or embedded software. Partial or mixed coverage types are not allowed. Technical Training does not include courses that are conducted at non-Ascom facilities.

Pricing

The first year plans enhance the standard Ascom one-year warranty, and a base rate is listed for each unit to be covered during the standard warranty. The extension year provides coverage beyond the first year agreement, and a base rate is listed for each unit that is to be covered after the standard warranty period.

Any additional equipment purchased by or for customers participating in an Ascom Product Protection Plan will automatically be covered under the plan and a fee will apply to each additional portable handset.

ASCOM COVERAGE	Pinnacle PPP (New)	Extended PPP
Portable Handset Repair or Replacement	✓	✓
Infrastructure	✓	✓
Central Equipment	✓	✓
Battery Chargers	✓	✓
Ascom Technical Training	✓	✓
Portable Handset Software Updates	✓	✓
Accidental Damage	✓	
Annual System Analysis	✓	
Portable Handset Swap Stock	✓	
Belt Clips	✓	
Advanced Replacement	✓	
Defective Batteries	✓	
Carrying Cases	✓	
Liquid Damage	✓	

ASCOM COVERAGE	1st Year Base Rate*	Additional Year*
i75 & 9d24 Handsets		
Pinnacle Product Protection Plan	\$37	\$95
Extended Warranty Plan	N/A	\$59
d62 Handsets		
Pinnacle Product Protection Plan	\$25	\$62
Extended Warranty Plan	N/A	\$34

*Prices per handset. Prices subject to change without notice.



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