

NIKSUN Maintenance Services Policies



Introduction

In order to protect your investment in NIKSUN products we offer our customers a comprehensive maintenance plan that offers a wide array of services that include help desk support, software upgrades extended hardware warranty, and on-site engineering support. All are backed by the expertise of our Customer Support Engineers and NIKSUN's continued commitment to quality and customer satisfaction. This document will highlight the details of our Maintenance Services Policies.

1 Maintenance Plans

To help you maintain optimal use of NIKSUN products, we offer two levels of maintenance, Standard, which is our base offering for support via the phone, web, or email, and Platinum which provides even greater coverage and responsiveness. Our Maintenance Plans are available in 12,24, and 36 month packages.

Choosing the Right Maintenance Plan:

| Service | Standard | Platinum |
|---|---|----------|
| Telephone Technical Assistance - Monday – Friday 8:00AM to 5:00PM Local Time | ● | |
| Extended 24x7 Telephone Technical Assistance | | ● |
| Web Based Technical Assistance – Monday – Friday 8:00AM to 5:00PM Local Time | ● | |
| Extended 24x7 Web Based Technical Assistance | | ● |
| Spare Parts and Appliance Replacement | ● | |
| Priority Replacement Service ¹ | | ● |
| All Software and Firmware Updates | ● | ● |
| Access to SupportNet | ● | ● |
| On-site support | <i>With Purchase of NIKSUN ON-SITE Support Contract</i> | |

¹ Priority Replacement Service coverage varies by geography.

Product Warranty Summary

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|--------------------------|--|
| 90 Day Software Warranty | 90 day protection on failed software applications. Remote diagnosis of problems via Help Desk and Optional on-site support is available and provided on a T&M basis. |
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| | |
|----------------------------|--|
| 1 - Year Hardware Warranty | 12 month protection on failed hardware components returned to NIKSUN for repair. Remote diagnosis of problem via Help Desk and Optional on-site support provided on a T&M basis. |
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2 Help Desk Support

2.1 Via Telephone

Telephone support is offered via a toll-free number for our North American customers and a local or direct dial number for customers from other regions (see Exhibit A for details).

Calls are handled by a NIKSUN Customer Support Engineer during the following hours:

- Platinum Support Plan: 24/7, including weekends and holidays.
- Standard Support Plan: Monday - Friday, from 8:00 AM to 5:00 PM Local Time excluding weekends and holidays.

2.2 Internet Support

NIKSUN offers a dedicated help desk web site, SupportNet, for the exclusive use of holders of Standard or Platinum packages. SupportNet provides the latest information for all NIKSUN products including product documentation, patches, security/product advisories and a searchable FAQ database.

Support requests are also logged via SupportNet and are handled by a NIKSUN Customer Support Engineer during the following hours:

- Platinum Support Plan: 24/7, including weekends and holidays.
- Standard Support Plan: Monday - Friday, from 8:00 AM to 5:00 PM Local Time excluding weekends and holidays.

2.3 Request Handling

Each request for support will be allocated a Service Request (SR) number that is used to track the request during the resolution process. The SR number should be referenced in all communications (written or verbal).

The requests will be assigned a severity, mutually agreed upon between the NIKSUN Customer Support Engineer and Customer to ensure the timely handling of all requests. Should any issues result from the assignment of a severity please follow the escalation process outlined in Section 2.4. The following guidelines are used to assign a severity level:

| | |
|--------------------|---|
| Severity 1: | The product is not operational and a workaround is not available to return the product to an operational state. |
| Severity 2: | The product is operational; however an issue seriously affects its functionality. If a workaround is provided, the loss of functionality can only |

| | |
|--------------------|---|
| | be sustained for a short period of time (in the order of days). Alternatively, an issue has arisen during the initial installation of the product. |
| Severity 3: | The product is operational however an issue has been identified that result in the product not operating as per the user documentation or providing unexpected results. A workaround for this issue is available and its use is acceptable to the customer. |
| Severity 4: | The request is a general question or a product enhancement request. |

2.4 Escalation Process

If the customer is not satisfied with the assigned severity or the handling of the Service Request the following individuals should be contacted:

| | | | |
|----------------|---------------------------|--|--------------------------|
| Wayne Janoff - | Customer Support Manager | wjanoff@niksun.com | (732) 821-5000 ext. 3303 |
| Walter Ivanov- | Director Customer Support | wivanov@niksun.com | (732) 821-5000 ext. 3327 |
| David Arbach- | VP of Operations | darbach@niksun.com | (732) 821-5000 ext. 3391 |

Target Response Times for New Requests

The target response time for new requests is based upon the request’s severity. The following table provides a summary of the target response times for requests.

| | Sev. 1 | Sev. 2 | Sev. 3 | Sev. 4 |
|---------------------------------|---------------|---------------|---------------|---------------|
| Platinum Package Holders | 2 hour | 4 hours | NWD | NWD |
| Standard Package Holders | 4 hours | 8 hours | NWD | NWD |

NWD = Next Working Day (requests will be handled on the next working day prioritized on their severity)

The Customer Support Engineer will conduct an initial review of the service request before the initial call back to the customer contact. They may request additional information regarding the issue during the initial call back if this is required to accurately assess or diagnose the issue.

2.5 Request Resolution

A service request is resolved once the Customer and Customer Support Engineer agree a resolution has been reached. A request may be closed, for example, for the following reasons:

- Information has been provided to resolve the issue or to answer the question raised in the request
- The customer informs the Customer Support Engineer that the request is no longer an issue or the service request is automatically closed after appropriate inactive service request notifications are distributed.

- The Customer and the Customer Support Engineer agree that this issue is inherent with the particular version of the product and cannot be isolated for resolution or will be resolved in an upcoming release or patch to the product

3 Software Upgrades

For the duration of the Maintenance Plan coverage, all maintenance upgrades, software patches, and general releases will be supplied to the Customer without additional charge. These releases are all Customer installable, however installation services can be arranged on a T&M basis.

Software patches are released via the SupportNet Web site.

New software modules (incorporating new feature sets etc.) are not covered by the Maintenance Plan Packages and are licensed separately.

4 Extended Hardware Support

To protect the investment made in the purchase of NIKSUN Products, extended hardware support (beyond the standard 12-month warranty) is offered to customers. Extended Hardware Support

Hardware Warranty Extensions can be selected in 12 or 24 month increments and continuous coverage ensures hardware support is available for the duration of hardware contracts.

The limitations of the coverage of the standard warranty are described in detail in the Terms and Conditions of Sale. Units covered by Hardware Warranty Extensions are subject to the same terms and conditions.

4.1 Handling of Hardware-related issues

Standard Support Plan

All hardware-related issues should be directed to NIKSUN Customer Support for analysis and resolution. The NIKSUN Customer Support Engineer will work with the Customer to diagnose and isolate the issue to a specific hardware component, if possible. The modular design of NIKSUN products allows a range of components to be user-installable, including, but not limited to, power supplies, hard disk drives, RAM and monitoring interfaces. If a component should fail, a Return Material Authorization (RMA) number will be issued for the return of the defective component. For our customers in North America and Europe, NIKSUN will use best efforts to ship the replacement component within 48 hours of assigning the RMA, for next business day delivery to the site location as directed by the Customer². For customers in other geographies, NIKSUN will use best efforts to ship the replacement component within 48 hours of assigning the RMA utilizing the most expeditious form of shipment available for the particular location². Components replaced without the written authorization by a Customer Support Engineer will void hardware warranty and Maintenance Plan Coverage for the unit. It should be noted that replacement components may be “refurbished” in like new condition and will meet NIKSUN product standards. All replacement components are subject to product availability.

If the hardware issue cannot be isolated to a single component, it may be necessary to return the unit to a NIKSUN-authorized facility for inspection and repair. The Customer Support Engineer handling the service request will issue an RMA number and instructions for the shipment of the affected unit. NIKSUN will use best efforts to diagnose, repair and ship the unit back to customer within five (5) working days of receipt of the returned unit. If the unit is not repairable, NIKSUN will replace the unit with a “refurbished” unit of comparable functionality, in like new condition that meets NIKSUN product standards. All replacement units are subject to product availability.

Platinum Support Plan

Same the terms of the Standard Support Plan however, hardware will be covered by Priority Replacement. Under Priority Replacement, NIKSUN will use best efforts to ship the replacement component or replacement unit for next business day delivery within 24 hours from the time a RMA is issued for customers in North America and Europe (excluding weekends, NIKSUN observed holidays, and when severe weather prohibits shipments)². For customers in all other geographies, , NIKSUN will use best efforts to ship the replacement component or unit within 24 hours of assigning the RMA, utilizing the most expeditious form of shipment available for the particular location². All replacement components and units are subject to product availability.

The customer will be responsible for returning the defective component or unit to a designated NIKSUN authorized facility. Instructions for the return of the defective unit will be provided with the replacement component or unit. Shipping costs for the return of the unit will be borne by NIKSUN.

NIKSUN will also offer Platinum customers an option to purchase spare units at a significantly discounted price.

NOTE: NIKSUN Hardware support covers all the hardware components of a NIKSUN Solution, unless otherwise noted in specific customer agreements. The shipping time frames noted above for replacement components and units do not include WAN configurations and peripherals (taps, switches, etc.). NIKSUN will use best efforts to replace these excluded items as expeditiously as possible.

²*Delivery times to customer locations with customs clearance requirements cannot be guaranteed.*

5 On Site Support

Customers that require on-site assistance from a NIKSUN Customer Support Engineer to assist in the resolution of hardware and software problems have the option to enter into an ON-SITE Support Agreement. This service will be charged to customers at a fixed hourly rate plus T&M. Services typically provided under this agreement include troubleshooting, break fix, routine installations and upgrades.

Exhibit A

List of Tech Support phone numbers can be found below.

44-2073650773 (UK)

81-335708587 (Japan)

49-6950072816 (Germany)

33-171230318 (France)

+1 732 821 5000 (International)