INTEGR8ED SYSTEMS

# HARDWARE MAINTENANCE AGREEMENT

Standard Terms & Conditions

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## 1. General Undertaking.

### (a) Scope of Coverage

During the Term, Contractor shall perform the Preventive Maintenance, Remedial Maintenance and On-Call Maintenance described in Section 2 ("Hardware Maintenance Services") with respect to the items of hardware and associated devices specifically described in the attached Schedule of Covered Hardware and located at the site identified therein (the "Covered Hardware

### (b) Changes in Covered Hardware

The Schedule of Covered Hardware may from time to time be modified by mutual agreement of the parties and a signed amendment to this Agreement. Such changes may result from additions or deletions of items of Covered Hardware occasioned by Customer's ongoing business requirements or by applicable manufacturer engineering changes. Any change in Covered Hardware shall include a price adjustment or other surcharge under Section 5 ("Prices & Payment"), or a notation that no adjustment or surcharge is required.

### (c) Exclusions from Covered Hardware

The Covered Hardware subject to this Agreement includes only those items of hardware and related devices identified by serial number (to the extent so imprinted) or otherwise specifically listed on the Schedule of Covered Hardware. Unless listed, this does not include any cabling, or any wiring external to the Covered Hardware, telecommunications devices (including modems), peripheral equipment, software (whether applications, network or operating systems, and whether or not "bundled" with Covered Hardware). In no event shall Covered Hardware include removable magnetic or optical media, ink ribbons, toner cartridges, paper or other supplies, expendables or services (including telecommunications services).

## 2. Hardware Maintenance Services

During the Term hereof, and in consideration of the payments set forth in Section 5 ("Prices & Payment"), the Contractor shall provide the following "Maintenance Services" with respect to the Covered Hardware:

### (a) Preventive Maintenance Service

The Contractor shall, from time to time during the Term hereof, conduct scheduled Preventive Maintenance Service for the Covered Hardware during the period Monday through Friday, excluding Contractor holidays, 8.30 am to 5.30 pm ("Regular Work Hours"). Unless otherwise agreed, all Preventive Maintenance Service shall be performed as per the Schedule of Covered Hardware. Preventive Maintenance Service means the inspection, testing and adjustment of Covered Hardware and the replacement of warranted defective parts. It also includes operating system / application(s) service packs and security patches / updates.

### (c) Remedial Maintenance Services

During the Term, Contractor shall be available on the same days as for Preventive Maintenance Service, and for the same hours as Preventive Maintenance Service to provide on-site Remedial Maintenance Service in response to "Alarms" reported by Customer.

For these purposes, an Alarm is defined as follows:-

**'Code Red'** means the reported error is having a material impact on critical business operations, which cannot be worked around and needs to be corrected as soon as reasonably possible

**'Code Amber'** means the reported error is having a material impact on important business operations that can be worked around or deferred for only a limited period of time or degrades business operations in a way that delays or interferes with some non-critical business operations and can be worked around for a reasonable time.

**'Code Green'** means the reported error is having a minor impact on business operations that can be worked around and a fix should be included in the next preventative maintenance schedule.

**(i)** **Notice & Acknowledgment of Alarms**

Customer shall notify Contractor of Major Alarms by telephone in the case of a 'code red' and in electronic mail for 'code Amber' and 'code Green'. Contractor shall contact Customer and acknowledge Alarms received during Regular Work Hours within the period defined by the 'schedule of covered hardware' after receipt of the Alarm and, for Alarms received during Emergency On-Call Hours. At the time of Contractor's acknowledgment, the Customer shall forward or provide information contained on Contractor's standard "trouble report" procedures to assist Contractor in diagnosing the reported problem. Customer shall cooperate with Contractor's reasonable requests for assistance to determine the cause of the reported problem and whether an on-site Remedial Maintenance Service visit is required.

(ii) **Response to Alarms.**

If Contractor cannot reasonably determine from the Trouble Report that an Alarm received during Regular Work Hours was caused by something other than a malfunction in Covered Hardware, Contractor shall in accordance with the standard escalation procedure dispatch a service technician to the Customer site location specified in the Schedule of Covered Hardware. Upon arrival, Contractor's technician shall with the reasonable cooperation and assistance of Customer be given access to the premises and the Covered Hardware and shall promptly commence diagnosis and repair efforts.

**(iii)** **Diagnosis and Correction Efforts**

Once Contractor's technician commences diagnosis and error correction efforts either by telephone helpdesk, remote access or on-site visit, such efforts shall continue until (a) the Alarm is corrected or otherwise "worked around," (b) the technician is relieved by the arrival of a replacement technician, (c) the Contractor reasonably determines that the reported problem was not caused by a malfunction in Covered Hardware or (d) Contractor concludes that further diagnosis or repair efforts must be postponed until the arrival of replacement parts or the occurrence of some other contingency.

**(c)** **Other Billable Maintenance Service.** The Contractor may from time to time agree at the rates referenced in Section 5(b) ("Surcharges"), to assist Customer with additional services outside the scope of Preventive and Remedial Maintenance Services. Subject to Contractor's availability, such services might include additional site preparation, installation or relocation of software, equipment, associated devices or cabling (including work required to implement changes to the Schedule of Covered Hardware) and the like. It may also include, if feasible, workarounds or accommodations if required.

**3. Spare Parts and Components.**

**(a) Inventory of Spare Parts**

Contractor shall maintain in its possession an inventory of spare parts and components that Contractor's experience suggests are necessary to maintain the Covered Hardware as contemplated herein and which cannot otherwise be obtained on short notice. Contractor does not guarantee that it will in every case have necessary spare parts or components in inventory. Contractor may use functionally equivalent spare parts or hardware components in performing the maintenance services contemplated herein. Contractor's performance is conditioned upon the availability of spare parts for Covered Hardware.

**(b) Ownership of Spare Parts, Equipment**

The Contractor shall be deemed the owner of spare parts and other components held in inventory until they are physically incorporated into the Covered Hardware. Once incorporated into the Covered Hardware, such parts and components shall be deemed owned by the owner of such Covered Hardware. Defective parts and components removed from Covered Hardware shall become the property of Contractor at the time they are removed. Unless otherwise noted, ownership of spare parts and components incorporated into or removed from Covered Hardware shall be conveyed free and clear of all liens and encumbrances. Any license to underlying computer software, firmware or other intellectual property rights embodied in spare parts or components shall be deemed transferred along with the spare parts and components, subject to all terms, conditions and restrictions imposed by the owner of such intellectual property rights.

**4. Certain Customer Responsibilities.**

**(a) Generally**

Customer shall ensure that: (i) the Covered Hardware, any associated software and equipment are installed and operated (by the contractor) according to applicable manufacturer specifications and recommendations; (ii) all upgrades or engineering changes to Covered Hardware, associated software and equipment specified or recommended by the applicable manufacturer have been procured by Customer and properly installed; (iii) a continuous, uninterrupted and suitable power supply and temperature, humidity and other environmental conditions recommended by the manufacturer or Contractor have been implemented and maintained; (iv) suitable surge protection devices have been implemented; (v) no other equipment or software having an adverse impact on the Covered Hardware have been introduced; (vi) no repair attempts or other changes have been

made to Covered Hardware, other than by or with the express approval of Contractor or the applicable manufacturer, (vii) the Covered Hardware has not been mishandled, neglected, abused, vandalized, dropped, jolted, transported to another location, damaged by fire, lightning or water (especially including damage caused by spilled beverages), or otherwise subjected to unusual electrical or physical stress beyond the manufacturer's specified operating capabilities, (viii) Customer removes or takes other precautions to protect all software, data and removable storage media prior to commencement of Maintenance Services, and (ix) Customer periodically makes and stores in a safe place archival copies of all valuable data and software residing on or affected by the operation or malfunction of Covered Hardware.

**(b) Failure to Comply**

To the extent any Preventive or Remedial Maintenance Service is required because of Customer's failure to comply with the requirements of Subsection (a), the Contractor may refuse to provide Maintenance Service or may treat any such work as Other Billable Maintenance Service under Section 2(c), subject to the prices referenced in Section 5(b)("Surcharges").

**5. Prices and Payment.**

**(a) Maintenance Fee**

Subject to Subsection (b), the Maintenance Fee set forth in the Schedule of Service Charges compensates Contractor for providing the Maintenance Services. The Maintenance Fee does not include the cost of spare parts or components provided hereunder. All other work is subject to Subsection (b)("Surcharges"). Unless otherwise agreed, the Contractor shall receive (or shall provide appropriate credit for) the pro-rated amount of any adjustment to the Maintenance Fee on account of changes to the Schedule of Covered Hardware implemented in accordance with Section 1(b) ("Changes in Covered Hardware"). Any resulting increase in the Maintenance Fee shall be paid by Customer either by revision of the existing standing order mandate or by invoice paid on receipt.

**(b) Surcharges**

To the extent Contractor provides services subject to a specific surcharge authorized hereunder (including Section 2(c) ("Other Billable Maintenance Service")) or provides other services beyond the scope of what is covered by Section 5(a) ("Annual Maintenance Fee"), the Customer shall pay Contractor the "Surcharge Rate" set forth in the Schedule of Service Charges (or Contractor's then prevailing rates if not specified therein).

**(c) Price Changes**

Unless otherwise agreed in writing, upon commencement of any Renewal Term, the Contractor may increase the Annual Maintenance Fee and Surcharge Rates by not more than five (5) percent (within one calendar year) beyond the applicable price as it existed immediately prior to such price increase.

**(d) Out-of-Pocket Costs & Certain Taxes**

Except as otherwise specifically set forth herein, prices quoted do not include and Customer shall reimburse Contractor for its cost of travel (air and cab

fare, lodging, vehicle rental etc.) and out-of-pocket costs for photocopying, regular and expedited shipping, long distance telephone and the like, which shall be invoiced at cost plus twenty (20%) percent. Customer shall pay, indemnify and hold Contractor harmless from all sales, use, gross receipts, value-added, personal property or other tax or levy (including interest and penalties) imposed on the services or spare parts provided hereunder, other than taxes based on the net income or profits of Contractor.

**(e) Invoices & Payment**

The Maintenance Fee shall be paid by the customer each month in advance during the Term. Any other amounts due hereunder, including the applicable Surcharge Rate and any reimbursable out-of-pocket costs, shall be invoiced monthly as services are rendered. Customer shall pay amounts invoiced under the terms of this Agreement within thirty (30) days after receipt of invoice. Customer may not withhold or "setoff" any amounts due hereunder. Contractor reserves the right to stop work without prejudice until all amounts determined by Contractor to be due are paid in full. Any late payment shall be subject to any costs of collection (including reasonable legal fees) and shall bear interest at the rate of one (1) percent per month or fraction thereof until paid.

**6. Term, Termination**

The term of this Agreement ("Term") shall commence on the date last below written and shall continue in full force and effect for a minimum period of one (1) year and continuing on a rolling basis, unless terminated earlier as provided herein; (i) by giving Contractor at least ninety (90) days' notice prior to the expiration of the Term. This Agreement may be terminated earlier on account of either party's default which remains uncorrected after following the procedures set forth in Section 13 ("Default"). Termination shall have no effect on the parties' rights and obligations under Section 7 ("Confidential Information"), Section 8 ("Non-solicitation") or Section 19 ("Compliance with Export Regulations").

**7. Confidential Information.**

**(a) Acknowledgment of Confidentiality**

Each party hereby acknowledges that it may be exposed to confidential and proprietary information of the other party including, without limitation, technical information (including functional and technical specifications, designs, drawings, analysis, research, processes, computer programs, methods, ideas, "know how" and the like), business information (sales and marketing research, materials, plans, accounting and financial information, personnel records and the like) and other information designated as confidential expressly or by the circumstances in which it is provided ("Confidential Information"). Confidential Information does not include (i) information already known or independently developed by the recipient; (ii) information in the public domain through no wrongful act of the recipient, or (iii) information received by the recipient from a third party who was free to disclose it.

**(b) Covenant Not to Disclose**

With respect to the other party's Confidential Information, the recipient hereby agrees that during the Term and at all times thereafter it shall not use, commercialise or disclose such Confidential Information to any person or entity, except to its own employees having a "need to know" (and who are themselves bound by similar nondisclosure restrictions), and to such other recipients as the other party may approve in writing; provided, that all such recipients shall have first executed a confidentiality agreement in a form acceptable to the owner of such information. Neither party nor any recipient may alter or remove from any hardware, software or associated documentation owned or provided by the other party any proprietary, copyright, trademark or trade secret legend. Each party shall use at least the same degree of care in safeguarding the other party's Confidential Information as it uses in safeguarding its own confidential information.

**8. Non-solicitation**

During the Term and for a period of one (1) year thereafter, Customer agrees not to hire, solicit, nor attempt to solicit, the services of any employee or subcontractor of Contractor without the prior written consent of Contractor. Violation of this provision shall entitle Contractor to assert liquidated damages against the Customer equal to one hundred fifty (150) percent of the solicited person's annual compensation.

**9. Injunctive Relief**

The parties acknowledge that violation by one party of the provisions of Section 7 ("Confidential Information") or Section 8 ("Nonsolicitation") would cause irreparable harm to the other party not adequately compensable by monetary damages. In addition to other relief, it is agreed that injunctive relief shall be available without necessity of posting bond to prevent any actual or threatened violation of such provisions.

**10. Warranties.**

**(a) Assignment of Manufacturers' Warranties**

With respect to all spare parts and to the extent, if any, that Covered Hardware manufactured by a third party was purchased or leased by or through the Contractor, the Contractor hereby assigns to Customer (to the extent assignable) all manufacturers' warranties pertaining to the Covered Hardware. To the extent coverage under any such assignable manufacturer's warranty exceeds Contractor's obligation to provide Maintenance Services hereunder, the Customer shall look solely to the applicable manufacturer for performance of such additional service.

**(b) Limited Warranty on Maintenance Services**

Customer acknowledges and agrees that all Maintenance Services, spare parts & components, loaner equipment (if any) or other things provided hereunder are provided "as is" without express or implied warranty of any kind. Contractor only warrants during the Term hereof that such Maintenance Services were rendered in good faith. CONTRACTOR DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE OR FITNESS FOR A PARTICULAR PURPOSE.

**(c) Certain Customer Assurances**

Except to the extent otherwise disclosed in the Schedule of Covered Hardware, Customer represents and warrants that on the effective date of this Agreement the Covered Hardware functions substantially in accordance with the Specifications.

**11. Limitation of Remedies & Liabilities.** The parties acknowledge that the following provisions have been negotiated by them and reflect a fair allocation of risk:

**(a) Remedies**

Except for certain injunctive relief authorised under Section 9 ("Injunctive Relief"), Customer's sole and exclusive remedies for Contractor's default hereunder shall be (i) to obtain the repair, replacement or correction of the defective services or spare parts to the extent warranted under Section 10 ("Warranties") or, if Contractor reasonably determines that such remedy is not economically or technically feasible, (ii) to obtain an equitable partial or full refund of amounts paid with respect to the defective services or spare parts.

**(b) Liabilities**

EXCEPT FOR DAMAGES ARISING FROM BODILY INJURY CAUSED SOLELY BY THE NEGLIGENCE OF CONTRACTOR, CONTRACTOR SHALL NOT BE LIABLE FOR ANY AMOUNT EXCEEDING THE TOTAL PORTION OF THE CONTRACT PRICE ACTUALLY PAID BY CUSTOMER. IN NO EVENT SHALL CONTRACTOR BE LIABLE, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFIT OR BUSINESS INTERRUPTION EVEN IF CONTRACTOR IS NOTIFIED IN ADVANCE OF SUCH POSSIBILITY) ARISING OUT OF OR PERTAINING TO THE SUBJECT MATTER OF THIS AGREEMENT. THIS LIMITATION IS INDEPENDENT OF REMEDY LIMITS.

**12. Notices**

Legal notices sent to either party shall be effective when delivered in person or transmitted by fax machine, one (1) day after being sent by overnight courier, or two (2) days after being sent by first class mail postage prepaid to the address set forth above, or at such other address as the parties may from time to time give notice. A facsimile of this Agreement and notices generated in good form by a fax machine (as well as a photocopy thereof) shall be treated as "original" documents admissible into evidence unless a document's authenticity is genuinely placed in question.

**13. Default**

Either party may be declared in default of this Agreement if it breaches any material provision hereof and fails within ten (10) days after receipt of notice of default to correct such default or to commence corrective action reasonably acceptable to the other party and proceed with due diligence to completion. Either party shall be in default hereof if it becomes insolvent, makes an assignment for the benefit of its creditors, a receiver is appointed or a petition in Bankruptcy is filed with respect to the party and is not dismissed within thirty (30) days.

## 14. Disputes, Choice of Law

THIS AGREEMENT SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE U.N. CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS AND THE UNFAIR CONTRACTS ACT IN THE UNITED KINGDOM.

## 15. Independent Contractor Status

Each party and its people are independent contractors in relation to the other party with respect to all matters arising under this Agreement. Nothing herein shall be deemed to establish a partnership, joint venture, association or employment relationship between the parties. Each party shall remain responsible, and shall indemnify and hold harmless the other party, for the withholding and payment of all personal income, wage, earnings, occupation, social security, unemployment, sickness and disability insurance taxes, payroll levies or employee benefit requirements now existing or hereafter enacted and attributable to themselves and their respective people.

## 16. Security, No Conflicts

Each party agrees to inform the other of any information made available to the other that is classified or restricted data, agrees to comply with the security requirements imposed by any state or local government, or by the United Kingdom Government, and shall return all such material upon request. Each party warrants that its participation in this Agreement does not create any conflict of interest prohibited by the United Kingdom Government or any other domestic or foreign government and shall promptly notify the other party if any such conflict arises during the Term.

## 17. Insurance, Indemnity

Each party shall maintain adequate insurance protection covering its respective activities hereunder, including coverage for statutory workers' compensation, comprehensive general liability for bodily injury and property damage, as well as adequate coverage for vehicles. Each party shall indemnify and hold the other harmless from all liability for bodily injury, death and tangible property damage and related costs and expenses (including legal fees) resulting from the acts or omissions of its own officers, agents, employees or representatives. The foregoing indemnity does not cover loss of data and the Customer shall maintain in a safe place archival copies of all valuable data.

## 18. Government Contract Provisions

If this Agreement is in support of a contract with the United Kingdom Government, Contractor agrees to provide all services or spare parts in accordance with all applicable government contract provisions.

## 19. Compliance with Export Regulations

Customer has or shall obtain in a timely manner all necessary or appropriate licenses, permits or other governmental authorisations or approvals; shall indemnify and hold Contractor harmless from, and bear all expense of, complying with all foreign or domestic laws, regulations or requirements pertaining to the importation, exportation, or use of the spare parts or other technology to be developed or

provided herein. Customer shall not directly or indirectly export or re-export (including by transmission) any regulated technology to any country to which such activity is restricted by United Kingdom regulation or statute, without the prior written consent, if required.

## 20. Miscellaneous

This document, any applicable provisions under Section 18 ("Government Contract Provisions"), and the accompanying Schedules constitute the entire agreement between the parties with respect to the subject matter hereof and supersedes all other communications, whether written or oral. This Agreement may be modified or amended only by a writing signed by the party against whom enforcement is sought. Except as specifically permitted herein, neither this Agreement nor any rights or obligations hereunder may be transferred or assigned without the other party's prior written consent and any attempt to the contrary shall be void. Neither party shall be liable for delays caused by events beyond its reasonable control, including the inability of Contractor to secure adequate supplies of spare parts or components. Any provision hereof found by a tribunal of competent jurisdiction to be illegal or unenforceable shall be automatically conformed to the minimum requirements of law and all other provisions shall remain in full force and effect. Waiver of any provision hereof in one instance shall not preclude enforcement thereof on future occasions. Headings are for reference purposes only and have no substantive effect.

## 21. PRODUCT GUIDE — Appendix

## SERVER SUPPORT MATRIX

| SERVER SUPPORT (OPTIONS) | Platinum | Gold | Silver | Bronze |
|---|---|---|---|---|
| **Cover Period** | | | | |
| *9am - 5pm Mon - Fri* | ✓ | ✓ | ✓ | ✓ |
| *9am - 5pm Sat & Sun* | x | x | x | x |
| *24/7 Mon - Sun* | x | x | x | x |
| **Case Acknowledgement** | | | | |
| *Email Case Acknowledgement* | ✓ | ✓ | ✓ | ✓ |
| *Business Critical Telephone Case Acknowledgement* | ✓ | ✓ | ✓ | ✓ |
| **Response Periods** | | | | |
| *None Priority - Next Remedial Maintenance* | ✓ | ✓ | ✓ | ✓ |
| *Standard 8 Hour Case Response* | ✓ | ✓ | ✓ | ✓ |
| *Business Critical - 4 Hour Case Response* | ✓ | ✓ | ✓ | ✓ |
| *Emergency Alarm - 2 Hour Case Response* | x | x | x | x |
| **Case Resolution Resources** | | | | |
| *Telephone Assistant* | ✓ | ✓ | ✓ | ✓ |
| *Remote Assistant* | ✓ | ✓ | ✓ | ✓ |
| *On-site Assistant* | ✓ | ✓ | ✓ | x |
| **Covered Software & Applications** | | | | |
| *Server Operating System* | ✓ | ✓ | ✓ | ✓ |
| *Microsoft ISA* | ✓ | ✓ | x | x |
| *Microsoft Exchange* | ✓ | ✓ | x | x |
| *Microsoft SQL* | ✓ | x | x | x |
| *Backup Software* | ✓ | ✓ | ✓ | ✓ |
| *Antivirus Software* | ✓ | ✓ | ✓ | ✓ |
| *Backup Restore & System State Recovery* | ✓ | x | x | x |
| *System Virus Recovery* | ✓ | x | x | x |
| *Pro-Active Remote Monitoring & Preventive Maintenance* | ✓ | x | x | x |
| *3rd Party / Other Applications* | x | x | x | x |
| **Covered Hardware** | | | | |
| *Under Warranty Hardware - Replacement Parts & Labour* | ✓ | ✓ | ✓ | ✓ |
| *Out of Warranty Hardware - Replacement Parts* | x | x | x | x |
| *Out of Warranty Hardware - Labour to Install new parts* | ✓ | x | x | x |
| **Premium Services** | | | | |
| *Basic Administration (Existing User Management, Existing Server Configuration)* | ✓ | ✓ | ✓ | ✓ |
| *Standard Administration (New User Management, New Server Configuration)* | ✓ | x | x | x |

## 22. WORKSTATION SUPPORT

| WORKSTATION SUPPORT | Platinum | Gold | Silver | Bronze |
|---|---|---|---|---|
| **Cover Period** | | | | |
| *9am - 5pm Mon - Fri* | ✓ | ✓ | ✓ | ✓ |
| *9am - 5pm Sat & Sun* | x | x | x | x |
| *24/7 Mon - Sun* | x | x | x | x |
| **Case Acknowledgement** | | | | |
| *Email Case Acknowledgement* | ✓ | ✓ | ✓ | ✓ |
| *Business Critical Telephone Case Acknowledgement* | ✓ | ✓ | ✓ | ✓ |
| **Response Periods** | | | | |
| *None Priority - Next Remedial Maintenance* | ✓ | ✓ | ✓ | ✓ |
| *Standard 8 Hour Case Response* | ✓ | ✓ | ✓ | ✓ |
| *Business Critical - 4 Hour Case Response* | ✓ | ✓ | x | x |
| *Emergency Alarm - 2 Hour Case Response* | x | x | x | x |
| **Case Resolution Resources** | | | | |
| *Telephone Assistant* | ✓ | ✓ | ✓ | ✓ |
| *Remote Assistant* | ✓ | ✓ | ✓ | ✓ |
| *On-site Assistant* | ✓ | ✓ | ✓ | x |
| **Covered Software & Applications** | | | | |
| *Operating System* | ✓ | ✓ | ✓ | ✓ |
| *Microsoft Office* | ✓ | ✓ | x | x |
| *Microsoft Outlook* | ✓ | ✓ | ✓ | x |
| *Antivirus Software* | ✓ | ✓ | ✓ | ✓ |
| *System Virus Recovery* | ✓ | x | x | x |
| *Pro-Active Remote Monitoring & Preventive Maintenance* | ✓ | x | x | x |
| *3rd Party / Other Applications* | x | x | x | x |
| **Covered Hardware** | | | | |
| *Under Warranty Hardware - Replacement Parts & Labour* | ✓ | ✓ | ✓ | ✓ |
| *Out of Warranty Hardware - Replacement Parts* | x | x | x | x |
| *Out of Warranty Hardware - Labour to Install new replacement parts* | ✓ | ✓ | x | x |

## 23. NETWORK & ACCESSORIES SUPPORT

| NETWORKS & OTHER DEVICE SUPPORT | Platinum | Gold | Silver | Bronze |
|---|---|---|---|---|
| **Cover Period** | | | | |
| *9am - 5pm Mon - Fri* | ✓ | ✓ | ✓ | ✓ |
| *9am - 5pm Sat & Sun* | x | x | x | x |
| *24/7 Mon - Sun* | x | x | x | x |
| **Case Acknowledgement** | | | | |
| *Email Case Acknowledgement* | ✓ | ✓ | ✓ | ✓ |
| *Business Critical Telephone Case Acknowledgement* | ✓ | ✓ | ✓ | ✓ |
| **Response Periods** | | | | |
| *None Priority - Next Remedial Maintenance* | ✓ | ✓ | ✓ | ✓ |
| *Standard 8 Hour Case Response* | ✓ | ✓ | ✓ | ✓ |
| *Business Critical - 4 Hour Case Response* | ✓ | ✓ | x | x |
| *Emergency Alarm - 2 Hour Case Response* | x | x | x | x |
| **Case Resolution Resources** | | | | |
| *Telephone Assistant* | ✓ | ✓ | ✓ | ✓ |
| *Remote Assistant* | ✓ | ✓ | ✓ | ✓ |
| *On-site Assistant* | ✓ | ✓ | ✓ | x |
| **Covered Devices** | | | | |
| *ADSL/CABLE router/firewall* | ✓ | ✓ | ✓ | ✓ |
| *Data Switch, Hub & wireless Access Points* | ✓ | ✓ | ✓ | ✓ |
| *Data Cabling* | ✓ | ✓ | ✓ | x |
| *Printers (Local)* | ✓ | ✓ | ✓ | x |
| *Printers (Network/Printer Server Devices)* | ✓ | x | x | x |
| *other devices (All in one Copier/Printers)* | x | x | x | x |
| **Covered Hardware** | | | | |
| *Under Warranty Hardware - Replacement Parts & Labour* | ✓ | ✓ | ✓ | ✓ |
| *Out of Warranty Hardware - Replacement Parts* | x | x | x | x |
| *Out of Warranty Hardware - Labour to Install new replacement parts* | ✓ | ✓ | x | x |