

Customer Service Programs



Customer Service Program	Software Updates ¹	Support Website Access ²	Email Support	Phone Support (6AM-8PM PST)	24x7 Emergency Phone Support ³	Advanced Replacement Service ⁴	Response Times ⁵
Bronze	✓	✓	✓				24 Hours
Silver	✓	✓	✓	✓		✓	8 Hours
Gold	✓	✓	✓	✓	✓	✓	2 Hours



- ¹ Software Updates includes all updates and upgrades for SyncMesh™ firmware and SkyControl™ EMS
- ² Support website includes access to software downloads, documentation, knowledgebase/FAQ, and trouble ticketing system
- ³ “Emergency” is defined as a complete or major network outage impacting > 50% of customers on the network
- ⁴ Advanced replacement service only available for hardware currently under warranty (including extended warranties)
- ⁵ Email and voice mail received outside of standard business hours (6AM-8PM PST) will be processed on the next business day

Program	“New Customer” Credit	Less than 250 nodes	250 nodes or more
Bronze	(\$2,000) (first-year only)	\$2,000/year	\$5,000/year
Silver		\$5,000/year	\$10,000/year
Gold		\$10,000/year	\$20,000/year

"À La Carte" Service Offerings



Description	Bronze	Silver	Gold
Phone Support			
Standard Hours (6AM–8PM PST)	\$200/incident	Included	Included
Extended Hours (8PM–6AM PST)	\$500/incident	\$500/incident	Included
Advanced Replacement Service			
SkyGateway/SkyExtender Series	\$500	Included	Included
SkyAccess	\$250	Included	Included
SkyConnector	\$150	Included	Included
Out of Warranty Repair			
SkyGateway/SkyExtender		\$600	
SkyGateway/SkyExtender DualBand or TriBand		\$750	
SkyAccess		\$400	
SkyConnector		\$300	

Extended Warranty



Product	Warranty Extension		
	1-year	2-year	3-year
SkyGateway/SkyExtender	\$200	\$360	\$480
SkyGateway/SkyExtender DualBand or TriBand	\$300	\$480	\$720
SkyAccess	\$100	\$180	\$240
SkyConnector	\$50	\$90	\$120

- Standard warranty for all hardware is 12 months
- Extended warranty keeps units under warranty for the term of the extension
- All units under warranty (standard or extended) are available for return for repair or replacement
 - ARS – unit sent to customer prior to receiving defective unit
 - No ARS – defective unit returned first with 10 business day turn-around