

SUPPORTNETSM PROGRAMS COMPARISON CHART

Hardware Support	Limited Standard Warranty	SupportNET SM GoldPLUS [®]	SupportNET SM PlatinumPLUS [®]	SupportNET SM 24
Support Location	Depot Standard; On-Site for Selected Models	Depot (RSC)	On-Site	On-Site
Remedial Repairs	Standard Response	Priority Response	Priority Response	Priority Response
Technical Assistance Network (TAN)[*]	Business Hours ¹	Business Hours	24 x 7 x 365	24 x 7 x 365
On-Site Response Time²	Best Effort Basis	—	Next Business Day	4 Hours
Turn Around Time	Best Effort Basis	3-5 Business Days	Within 3 Business Days of On-Site Response	Within 3 Business Days of On-Site Response
Periodic Maintenance	—	Included	Included	Included
24 Hour Access to Parts Warehouse	—	—	—	Included
Loaner Option³	—	Available	Available	Available
SystemWatchSM	—	—	—	Selected Models Only 24 x 7 x 365 Monitoring Via NOC
Software Support				
Technical Assistance Network (TAN)	Business Hours	Business Hours	24 x 7 x 365	24 x 7 x 365
Feature Releases and Upgrades	—	Included	Included	Included
Maintenance Releases	Included	Included	Included	Included
Emergency On-Site Support	—	—	—	Included

^{*}Also Available are SupportNET Basic 24 and SupportNET Basic Programs for varying levels of telephone assistance. Please call 201-358-4291 for more information about these programs.

1. Within Labor Warranty only. 2. Determined by and subject to geographic availability. 3. Loaner available for select models.