



RADcare Service Program

BASIC SERVICE & WARRANTY

All RAD equipment purchases include one year of Basic Service plus an additional 4 years* of hardware warranty.

Basic Service includes:

- RAD's standard hardware warranty
- Software updates for covered product(s)
- Technical assistance on general inquiries - Monday through Friday – 9:00 am to 6:00 pm ET

* Optical SFPs/XFPs and cables excluded

RADcare SERVICE LEVEL 1

RAD's entry-level enhanced service offering features 24 X 7 priority telephone support. In addition to RAD's standard equipment warranty and software updates, this service plan includes:

- Dedicated toll-free number for all priority technical support calls on downed, faulty or degraded RAD products – **24 hours a day / 7 days a week**
- Priority handling of all service calls with escalation management to ensure timely resolution
- Access to eSupport for case management and FAQs

RADcare SERVICE LEVEL 2

Service Level 2 improves upon Service Level 1 by guaranteeing next business day shipment of replacement parts. In addition to RAD's standard equipment warranty and software updates, this service plan includes:

- Dedicated toll-free number for all priority technical support calls – **24 hours a day / 7 days a week**
- Priority handling of all service calls with escalation management to ensure timely resolution
- Access to eSupport for case management and FAQs
- **Replacement parts guaranteed to ship by next business day**

Note: Customer is responsible for shipping costs if delivery is required to or from locations outside of the continental United States.

RADcare SERVICE LEVEL 3

RAD's premium service offering features on-site spares for automatic parts replenishment. In addition to RAD's standard equipment warranty and software updates, this service plan includes:

- Dedicated toll-free number for all priority technical support calls – **24 hours a day / 7 days a week**
- Priority handling of all service calls with escalation management to ensure timely resolution
- Access to eSupport for case management and FAQs
- **On-site spares for automatic parts replenishment***
- **Dispatch of RAD-authorized field technician for on-site support within four hours when required**

* RAD-owned spare parts housed at customer site(s) for use upon authorization by a RAD technician. One spare will be provided after the 4th regularly purchased unit and for every 20 units thereafter.

INSTALLATION (Continental U.S. and Canada)

RAD's Installation Package includes:

- Single point of contact through the entire install cycle
- Site survey (additional charges apply)
- Statement of work (for larger, complex projects)
- Staging/pre-configuration & testing of all RAD equipment
- On-site installation by RAD-certified service technician
- Testing & acceptance

REMOTE CONFIGURATION

Watch as an experienced RAD technician sets up and configures your RAD equipment through a secure Internet connection.

STAGING

RAD ensures smooth and trouble-free installation by staging your equipment in our Mahwah, NJ facility. Staging services include:

- Assembly and programming of RAD products in accordance with agreed upon configuration and application documentation
- Extensive testing that closely emulates the external services for which the equipment has been provisioned, whenever possible
- Thorough documentation

Please contact your Authorized RAD Distributor or RAD directly: 1-800-444-7234 (option #4) / email: radcare@radusa.com

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PLAN ATTRIBUTES	BASIC SERVICE	SERVICE LEVEL 1	SERVICE LEVEL 2	SERVICE LEVEL 3
Warranty coverage & software updates	✓	✓	✓	✓
Access to eSupport for case management & FAQs		✓	✓	✓
24/7 phone access to Technical Support for all priority support calls for downed, faulty or degraded RAD products		✓	✓	✓
Priority call handling		✓	✓	✓
Replacement parts guaranteed to ship next business day			✓	✓
On-site spares for automatic parts replenishment				✓
Dispatch of RAD-authorized field technician for on-site support within 4 hours when necessary				✓

Note: Basic Service is included free of charge for the first year, followed by an additional four (4) years of hardware warranty only (except optical SFPs/XFPs and cables). To continue Basic Service beyond the first year, it must be purchased before the initial year's coverage expires.

RADcare North America Pricing

(All pricing and program details are subject to Terms & Conditions as detailed at www.RADcare.com)

RADCARE MAINTENANCE SERVICE PLANS		
Service Plan	Price	Minimum Annual Charge
Basic Service (w/ hardware warranty)	5% of RAD US List Price	\$150
RADcare Service Level 1		\$250
1 Year Contract	10% of RAD US List Price	
2 Year Contract	18% of RAD US List Price	
3 Year Contract	24% of RAD US List Price	
RADcare Service Level 2		\$500
1 Year Contract	15% of RAD US List Price	
2 Year Contract	27% of RAD US List Price	
3 Year Contract	36% of RAD US List Price	
RADcare Service Level 3		\$1,250 per site location
1 Year Contract	20% of RAD US List Price	
2 Year Contract	36% of RAD US List Price	
3 Year Contract	48% of RAD US List Price	

STAGING & INSTALLATION		
Location	Price	Minimum Charge
Staging Only	4% of RAD US List Price	\$250 per order
Installation - Continental US & Canada	10% of RAD US List Price	\$1,250 per location
Remote Configuration Service	6% of RAD US List Price	\$100 per unit

ON-SITE SUPPORT		
	Price	
On-Site Engineer Daily Rate	\$1,950 plus Expenses	

Note: Additional charges may apply for service in Canada, and for after-hours installation services. Airmux installation pricing is calculated differently. Please contact us for a quote.

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