

MAX Product Service Plan

Essential for Mission-Critical Systems

North America Markets



Keeping your mission-critical system functioning at all times requires more than simply buying the right equipment. You need manufacturer-supplied services in place that will provide product feature updates and a quick and efficient resolution to any problems that might arise. Zetron's new MAX Product Service Plan (MAX PSP) does just that with a Base Service Plan that comes with your purchase and extended coverage options to meet the different needs of customers.

Don't put your mission critical communication system into action without Zetron's MAX Product Service Plan.

Product Service Plan

With each system sold, Zetron provides Base Plan coverage (3 Years Hardware & 1 Year Software). The Base Plan protects you against defects in materials, workmanship and software. It also provides training, access to other users of MAX products and business-hour telephone support.

Additionally, Zetron provides extended plans that can be purchased to extend the length of coverage offered in the Base Plan and optional Add-On Services to meet your specific needs.

The extended plans are sold through the MAX product that you are purchasing and the cost is based on the number of seats (individual console positions) and length of the service plan being purchased.

There are three levels of extended plans:

- 1. Extended Premier Plan** – extends both hardware & software warranty
- 2. Extended Basic Plan** – extends software warranty only
- 3. Extended Custom Plan** – extends both hardware & software warranty for specific products that have a different level of customer specific support requirements (Mobile CAD & AVL)

Zetron provides the ability to tailor each plan by selecting specific Add-On Services that may be purchased any time to provide both higher levels of service or additional services that are unique to a customer installation (After Hours Technical Support, Remote Configuration Services, On-site Services, Operator Web Training etc.).

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Products Covered by Service Plans

The following table provides details about the service plans available for each MAX Solution. MAX Solutions offers the same Base Plan across all the MAX products. Refer to the following table for variances in extended plan offerings.

The hardware warranty protects against defects in materials and workmanship for hardware that is delivered by Zetron as part of the MAX product solution. It provides hardware services during the three-year warranty period based on MAX PSP activation.

Product	Service Plans Available
MAX Call-Taking	Base Plan (automatic on purchase) Extended Basic Plan Extended Premier Plan Add-On Services
MAX Dispatch	Base Plan (automatic on purchase) Extended Basic Plan Extended Premier Plan Add-On Services
MAX CAD (Server, Client, & GIS Viewer)	Base Plan (automatic on purchase) Extended Premier Plan Add-On Services
MAX Mobile CAD & AVL	Base Plan (automatic on purchase) Extended Custom Plan (requires custom quote)

Definition of the Plans

Base Plan:

The Base Plan comes standard with every MAX System sold and is defined in the table below:

Service Type	Included Services	Service Details	Included Coverage
Hardware Services	Hardware Warranty	Hardware warranty protects against defects in materials and workmanship.	3 Years from activation date*
	Hardware Defects Repair	Provides hardware repair including parts and labor for no charge with a 10-day turnaround. Return shipping will be paid by Zetron and match incoming shipment class of service.	3 Years from activation date*
Software Services	1 Year Software Warranty	Software warranty protects against defects in software that is delivered as part of the MAX product solution.	1 Year from activation date*
	Software Maintenance / Service Packs	Provides at no additional charge patches or bug fixes (service packs) for feature group releases or firmware version(s), minimum 2 per year.	1 Year from activation date*
	Software Upgrades	Provides at no additional charge software updates for feature group releases or firmware version(s), minimum 2 per year.	1 Year from activation date*
Advance Hardware Replacement	90 days of Advance Hardware Replacement	Immediate shipment of replacement hardware based on remote diagnosis.	90 Days from activation date*
Technical Phone Support	Business Hours Technical Phone Support	Provides standard phone support for hardware and software issues. Standard business hours are Monday-Friday 6:00am to 5:00pm Pacific Time.	3 Years from activation date*
Operator Web Training	Operator Web Training	Web based operator training course (two sessions, four hours each).	1 Day (2 – 4 Hour Sessions)
Zetron MAX Solutions User Group Access	Zetron MAX Solutions User Group Access	Inclusion into MAX Solutions User Group, email, webinars, and product roadmap updates.	1 Year from activation date*

Extended Premier Plan:

The Extended Premier Plan provides extended warranty coverage for both hardware and software. The plan can be purchased by product and by position per year and is defined in the table below.

Service Type	Extended Service	Coverage Time	Purchased
Extended Hardware Services	Hardware Services	1 Year (Yrs. 1-3 included in Base Warranty. Extended years applicable with purchase of years 4-5.)	Includes hardware replacement for defects in material.
Extended Software Services	Software Service	1 Year	Includes upgrades to new Software releases (licensed features only).
Technical Phone Support	Business Hours Technical Phone Support	1 Year (Yrs. 1-3 included in Base Warranty. Extended years applicable with purchase of years 4-5.)	Provides standard phone support for hardware and software issues. Standard business hours are Monday-Friday 6:00 am to 5:00pm Pacific Time.
After-Hours Technical Phone Support	After Hours technical support based on activated Service Type (Hardware or Software)	1 Year (year one included with purchase of any Premier Plan)	After-hours phone support for emergencies and planned upgrades.
Advance Hardware Replacement	Advance Hardware Replacement for full service coverage	9 months (This along with the base plan provides for a maximum of 1 Year of Advance Hardware Replacement from the activation date and is only in the first year of the plan) Includes all Zetron provided hardware	Immediate shipment of replacement hardware when the on-site unit has been confirmed defective.
Zetron MAX Solutions User Group Access	MAX Solutions User Group, email, webinars, product roadmap	1 Year	Inclusion into MAX Solutions User Group, email, webinars, product roadmap.

Extended Basic Plan:

The Extended Basic Plan provides extended warranty coverage for software only. The customer or reseller servicing the customer is responsible for maintaining their own warranty on hardware. The plan can be purchased by product and by position per year and is defined in the table below.

Service Type	Extended Service	Coverage Time	Purchased
Extended Software Services	Software Service	1 Year	Includes upgrades to new software releases (licensed features only)
Technical Phone Support	Business Hours Technical Phone Support	1 Year	Provides standard phone support for software issues. Standard Business Hours are Monday-Friday 6:00am to 5:00pm Pacific Standard Time
Zetron MAX Solutions User Group Access	MAX Solutions User Group, email, webinars, product roadmap	1 Year	Inclusion into MAX Solutions User Group, email, webinars, product roadmap

Extended Custom Plan:

The Extended Custom Plan provides manufacturer extended warranty coverage for hardware and/or software that require a customized offering. The plan can be purchased by product by position per year. Details of the plan are defined based on the customer-specific requirements. Products that can have a varying degree of support requirements based on their installation (such as MAX Mobile & AVL) will require a custom quotation for both software and hardware warranty support.

Add-On Services

Add-On services can be added to any of the plans (Base Plan, Extended Basic Plan, Extended Premier Plan, and Extended Custom Plan) and consist of items in the following table:

Service Type	Extended Service	Included Coverage	Purchased
After-Hours Technical Phone Support	After Hours technical support based on activated Service Type (Hardware or Software)	1 Year 1 Year	Access to technical support after hours and weekends for emergency or pre-scheduled events -Based on Product / # Seats (Console Position)
Remote Configuration Services	Remote Technical Configuration Support for installations, upgrades, feature additions or advanced troubleshooting	A predetermined block of Technical support time.	Time not to exceed 32 hours for new system set-up. Individual quotes will be done for custom jobs, new feature adds or system upgrades
On-Site Services	On-site Technical support or Operator training	As needed – Quoted in 8 hour blocks	Individual Quote based on location - 1 day plus travel minimum
Operator Web Training	Remote Web based Operator Training	Two 4-Hour Sessions	Flat Fee (2 sessions for 4 hours)
Advance Hardware Replacement	Advance Hardware Replacement for full service coverage Includes all Zetron provided hardware	9 months (Available only for 1 year from date of activation) before the defective product is returned. Cost is based on Product / # Seats (Console Position) – requires hardware Services	Once a defect has been determined a replacement product will be shipped

Definition of the Features:

Advance Hardware Replacement: Once our factory is notified and confirms a defective part, an advance replacement can be immediately shipped from Zetron while the defective hardware is returned to Zetron for Repair. You will have the option of either keeping the replacement, it will assume the same warranties you have in place, or getting your equipment back after repair.

Advance Hardware Replacement for 90 days from activation date comes with each new system purchased from Zetron. If you are interested in extending this coverage, see Add-On Services where additional coverage can be purchased for up to a full year from your date of activation.

(Note: Advance Hardware Replacement is not meant to take the place of spares. For a list of recommended spares for your system consult with your dealer).

After Hours Technical Support: Standard business hour technical support for each service type can be extended to emergency after-hours technical telephone support for critical issues. Calls to Zetron outside of standard business hours on any regular business day, at any time on weekends, or during Zetron-recognized holidays are covered as after-hours emergency calls. These calls are received and routed by our system to Zetron's technical support engineering team. A member of this team will return your call within 30 minutes. A critical issue is defined as the loss of any operation in a redundant system, or for non-redundant

systems, as little as a 10-percent loss of lines or positions. After-hours phone support can also be used, if scheduled in advance, to assist with off-hours planned upgrades.

After-hours support can be purchased in one-year increments, extended up to five years or purchased on a monthly plan for special situations.

Hardware Services: The hardware services protect against defects in materials and workmanship for hardware that is delivered by Zetron as part of the MAX product solution. Hardware services are provided during the three-year Base Plan period based on PSP Activation and can be purchased as part of an extended plan.

For the duration of the coverage period, Zetron will provide parts and factory labor free of charge to resolve any material defects in material or workmanship as described in Zetron's standard System Terms and Conditions.

Once our factory receives your defective product for repair, it's our goal to have the equipment repaired and on its way back to you within a standard turnaround time of ten working days.

On-Site Services: Zetron has a dedicated On-Site Technical Support team. These are always custom quotes to account for system variances and travel time.

Technical Support: A Zetron factory-qualified technician will provide on-site technical support for the following activities: troubleshoot issues Zetron is unable to resolve via telephone support, provide onsite assessment of installed equipment and recommend any items that should be replaced, and/or software upgrade support.

Training: A Zetron factory-qualified trainer can provide onsite training services for operation training and operation train-the-trainer.

Operator Web Training: Operator training classes are included in the Base Plan via a webinar rather than a factory classroom setting. This training uses the same training module and materials as the factory training and is taught by a live instructor leading the webinar. Web training is available for up to two sessions for four hours for the life of the plan and additional training can be purchased.

Remote Configuration Services: Configuration services are available to assist the customer in configuring their system prior to site cutover and monitoring the site post-cut. They are also available for feature or new code implementation. These services are administered by a Zetron technical support engineer (TSE) via telephone and/or via virtual private network (VPN) access into the installed system.

Standard System Configuration is sold in a block for your convenience. If there is a need for more than what is offered in the Base Plan Remote Configuration Service coverage, additional coverage days can be added to the plan. Additional one-day increments of technical configuration support can also be purchased at a flat fee rate.

Software Services: The software warranty protects against defects in software that is delivered as part of the MAX product. It provides software services during the one-year Base Plan period, based on PSP Activation and if purchased as part of an extended plan.

Software Maintenance & Service Packs: Under the Software Services, the customer is entitled to receive at no additional charge any patches or bug fixes contained in a service pack for Zetron feature group or firmware version(s) where they have active licenses. Zetron sends a notification to all plan holders with the Software Service package, indicating that a new service pack is available and ensures that the necessary media to install the service pack is made available to the customer. Zetron provides a minimum of two service packs per year.

Software Upgrades: The customer is also entitled to receive any software upgrade for feature group releases of the application or firmware version(s) where they have active licenses. Upgrades

typically include minor enhancements, as well as access to certain major new features that do not require special licensing. Upgrades also incorporate any previously released bug fixes/patches. Major features, which require special licensing, are offered to plan holders at a discount. Zetron provides a minimum of two software upgrades per year.

Technical Phone Support (Business Hours): Zetron's technical support team is supremely qualified to provide telephone support to technicians and system administrators who are installing, configuring or maintaining Zetron software. Zetron's software technical support engineers are available during standard business hours. As long as your system is covered by a Software Services plan, phone support during standard business hours is available to you.

Standard business hours are Monday-Friday 6:00am to 5:00pm Pacific Time.

Calls during standard business hours to Zetron at (425) 820-6363 are answered by Zetron personnel who validate MAX PSP Software Service license and establish a call ticket number. Qualified personnel then collect detailed issue information from the caller, and enter the call into the call queue. Head of the queue and priority call back privileges are given to callers with a MAX PSP license.

Zetron also offers emergency, after-hours technical telephone support. If you need after hours support, see After Hours Technical Phone Support to learn more about this extended coverage.

Zetron MAX Solutions User Group: Once a customer activates their MAX PSP, they are added to the Zetron MAX Solutions User Group. This gives the customer direct access to User Group meetings hosted by Zetron's Product Management Team. These meetings will allow the customer to be kept up to date on software service packs, upgrades, and product roadmaps. The meetings will provide direct access to the product management team where product feedback can be collected. The customer also receives benefit through networking with other PSAPs and access to a broader knowledge base.

MAX PSP Activation

To activate a MAX PSP, the customer must register each MAX product and its individual console positions. The activation date will be the date of sale/when the product leaves Zetron or up to 90 days from the date of sale if registered by the end user. Currently registration will be done by calling in to technical support.



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