![Radio IP - Redefining Secure Mobility]

Radio IP Software offers extensive customer and professional services to best serve our clients and partners. From 24/7 emergency technical support, to expert wireless network consultants and formal product training, Radio IP has developed and implemented the necessary services to meet the demands and expectations of our clients.

24/7 Technical Support

This service is offered to all customers under warranty or with an active maintenance contract for a currently supported release of Radio IP licensed software.

Standard Technical Support (Non-Emergency)
Standard Technical Support consists of the ability to request support via email or telephone during regular business hours 8:00 am-5:00 pm ET (Eastern Time), excluding statutory holidays.

Emergency Technical Support
Since our mission-critical customers do not operate only between 8:00 am and 5:00 pm, neither does Radio IP. Benefit from our expert technical team 24 hours a day, 365 days a year for any emergency calls. Emergency support is available for customers with a level of Severity 1 and 2, as defined below.

Contact Us

Toll-Free: +1 877-890-1511, EXT #1
Emergency Calls (S1 and S2) via phone only

support@radio-ip.com

Severity Level	Description
S1	Problem results in a total loss of service. Operations cannot continue.
S2	Problem results in a loss of service, but operations can continue. A workaround is available.
S3	Problem results in a minor loss of service. Impact is an inconvenience, but operations can continue. Impacts only 1 or 2 mobile devices.
S4	Problem is minor or causes incorrect behavior that does not result in a loss of service. Impacts only 1 mobile device.
S5	Product or Feature enhancement requests

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Warranty

Radio IP offers the industry's only 12 month, no-charge warranty with every new software purchase.

After the first year, an active maintenance contract is needed to continue receiving these support services, and is renewed annually.

Number of Mobile Clients	Maintenance Pricing
6 – 499	➜ 20% of base price for all products
500 – 999	➜ 15% of base price for all products
1000 – 1999	➜ 13% of base price for all products
2000 – 2999	➜ 11% of base price for all products
3000 – 4999	➜ 10% of base price for all products
5000 – 9999	➜ 9% of base price for all products
10,000+	➜ 8% of base price for all products

Maintenance Incentive Program
ONE Purchase Order, ONE Payment

To supplement your 12 month warranty, secure an additional 1, 2, 5 or 10-year maintenance contract when you purchase a new system and receive substantial savings on contract and eliminate annual increases on development costs.

Not available when only purchasing additional client-device licenses UNLESS the customer is already under an extended maintenance program.

Program Level	Benefits
Extended 1-Year Maintenance	➜ Receive a 5% discount off the total amount
Extended 2-Year Maintenance	➜ Receive a 10% discount off the total amount
Extended 5-Year Maintenance	➜ Receive a 15% discount off the total amount
Extended 10-Year Maintenance	➜ Receive a 25% discount off the total amount

Professional Services

There are times when you may wish to engage Radio IP's professional services for activities which are not covered by our Warranty or Maintenance services including, but not limited to:

→ Configuration changes of the gateway or client devices to support new software or network components
→ Any new installation where on-site or remote support is requested
→ Project engineering
→ Wireless network consulting

Installation Services

Remote Installation
A significant cost savings for your organization, our experienced technicians install the MVPN software on the production server via a virtual desktop connection. We will demonstrate and guide your IT, networking and radio teams on how to install the client software.

On-Site Installation
On-site installation provides a hands-on demonstration of how to install the client software as well as how to manage and optimize the server. Our technicians will install the MVPN software on the server and on five mobile units. For the duration of the installation, our technicians serve as a high-availability resource for your IT, networking and radio teams.

Customers receive a fully functional and tested environment whether they choose the remote or on-site installation package, including:

→ Pre-installation technical assessment & documentation
→ Product testing and Acceptance Test Procedure (ATP)
→ Installation report documenting all activities and environment

Training

Product Training, either on-the-job or in a formal classroom setting, is available to all of our customers and partners in half-day, single-day and two-day course curriculums.

* Please see our Training Feature Note for a complete description of course content.

Training Level	Benefits
2 days	→ Formal classroom training → Certified technicians
1 full day	→ Formal classroom setting → Overview for basic support
½ day	→ On-the-job hands-on training after installation → Q&A