



RADCare Service Program

The RADCare Service Program is designed to provide timely installation of your new network solution, with flexible support packages for the protection of your critical networks. Through a variety of options, the RADCare Program can be tailored to provide the level of support best suited for your needs.

BASIC SERVICE

RAD's Basic Service includes:

- Technical assistance on general inquiries available Monday through Friday – 9:00 am to 6:00 pm EST
- Parts repaired for no additional charge in compliance with RAD's basic warranty policy

Basic Service is available only until the expiration of the original warranty period. For more information on RAD's basic warranty policy, please contact RAD or your local Authorized RAD Distributor.

SERVICE LEVEL ONE

RAD's enhanced service offering is Service Level One, which features 24 X 7 Telephone Support. 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 problem resolutions
- **Replacement parts guaranteed to ship within ten business days**

SERVICE LEVEL TWO

RAD's Service Level Two improves upon Service Level One by guaranteeing next business day shipment of replacement parts. 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 problem resolutions
- **Replacement parts guaranteed to ship by next business day**

SERVICE LEVEL THREE

RAD's premier service offering is Service Level Three, which features on-site spares for automatic parts replenishment. * 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 problem resolutions

- **On-site spares for automatic parts replenishment**
 - * RAD-owned spare parts housed at customer site(s) for utilization upon determination by RAD technician. One spare will be provided for every 20 regularly purchased units - minimum of 4 units required to qualify.
- On-site spares determined by type and volume for inventory management, automatically replenished
- **Dispatch of RAD-authorized field technician for on-site support within four (4) hours when necessary**

INSTALLATION (Continental U.S.)

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 and testing of all RAD equipment
- On-site installation by a RAD Certified Service Technician
- Testing & acceptance

STAGING

RAD Data Communications, Inc. ensures smooth and trouble-free installation by staging your equipment in our Mahwah, New Jersey facilities. Staging services include:

- Assemble RAD products and program them in accordance with configuration data and application documentation
- The programmed units will undergo extensive testing that closely emulates the external services for which the equipment has been provisioned, whenever possible
- Each staged unit will be documented in a package consisting of the following:
 - Hardware, software & firmware revisions
 - Parts & serial numbering
 - Logical programming configuration and parameters

TIME AND MATERIALS

For those who have not purchased a service level under the RADCare Service Program, RAD offers an alternative solution designed to meet your service requests and requirements. Time and Materials services include, but are not limited to, the following:

- Out-of-warranty support
- On-site support requests
- Telephone assistance beyond general inquiries

How to Obtain RADCare Services

Requesting Services

When requesting services, please provide the following information in full to ensure efficient and complete price quotations: *(RAD will provide a RADCare registration form for completion if one has not been previously submitted)*

- A complete and accurate parts list, which includes serial numbers
- End user/site locations: complete address, city and state for each site to be covered
- End user company name, contacts & telephone numbers, and any escalation flowchart
- Type of services being requested
- All related application and integration specifications, where applicable

Requesting Time and Materials Support

All requests for technical assistance must include the following information:

- RAD incident/case number assigned by the Technical Assistance Center (TAC Hotline 1-877-523-8105)
- Detailed description of the technical issue(s) and requested action to be performed by RAD
- Purchase order accompanied by completed & signed Technical Service Agreement (TSA) form
- Any and all requested information detailing the application description and internetworking parameters
- Customer contacts and telephone numbers

Pricing

Service Plans		
Response Type	Price	Minimum Annual Charge
Basic	5% of RAD US List Price	None
Level One	10% of RAD US List Price	\$150
Level Two	15% of RAD US List Price	\$350
Level Three	20% of RAD US List Price	\$750 per location*

*Note: Minimal Annual charge is \$1500 for (2) or more locations.

Installation		
Location	Price	Minimum Charge
Continental US	10% of RAD US List Price	\$750 per location**
Staging Only	4% of RAD US List Price	\$250 per order

**Note: Plus all expenses incurred over \$200.

Time and Materials Rates		
Cost Index	Price	Minimum Charge
Mon – Fri 9am – 6pm EST	\$150/Hour Plus Expenses	\$500
Mon – Fri 6pm – 9am EST	\$225/Hour Plus Expenses	\$750
Weekends & Holidays	\$300/Hour Plus Expenses	\$1,000
Phone Support	\$125/Hour	None
A \$250.00/US Dispatch Charge will be included for all On Site T&M Services***		

***Note: This covers all administrative costs and travel time.

For More Information

Please contact your local Authorized RAD Distributor or RAD:

Online: www.radcare.com • Toll Free: 800-444-7234 – Option 4 • Email: radcare@radusa.com