

ADI's Business Ready Complete Support Policy for your System™

Service / Product	Business Ready <u>Full</u> On-Site Swap-Out Plan 1	Business Ready <u>Partial</u> On-Site Swap-Out Plan 2	Business Ready <u>Full</u> Phone Support Plan 3	Business Ready <u>Partial</u> Phone Support Plan 4
Web On-line Ticket Support	✓ Yes	✓ Yes	✓ Yes	✓ Yes
Phone Support Mon-Fri 9-5 am	✓ Yes	✓ Yes	✓ Yes	✓ Yes
Priority First Response	✓ Yes	✓ No	✓ No	✓ No
Phone Support After Hours 24X7	✓ Yes	✓ Yes	✓ Yes	✓ No
On-Site Service No Charge	✓ Yes	✓ Yes	✓ No	✓ No
Hardware Swap-out Basic	✓ Yes	✓ Yes	✓ No	✓ No
*Hardware Swap-out Accessories Pack	✓ Yes	✓ No	✓ No	✓ No
Remote System Watch	✓ Yes	✓ Yes	✓ Yes	✓ No
On-Site Routine Maintenance	✓ Yes	✓ Yes	✓ No	✓ No
Training on going Phone	✓ Yes	✓ Yes	✓ Yes	✓ No
1st Year Hot Fixes	✓ Yes	✓ No	✓ No	✓ No