



# Comparison Sheet Updated 3/27/20

	<b>TelosCare</b> Included with Each Product Purchase	<b>TelosCare PLUS</b> Purchased Service Level Agreement
Price	Free	6% of System MSRP
Product Warranty	2 Year	Included
3 yr Extended Warranty	10% of MSRP (up to 5 yrs)	Included
Phone Support	24/7	24/7
Phone Support Response Time	Within 24 hours	Within 4 hours
Remote Configuration	Per Hour Basis	First hour free, additional hours at 50% off MSRP
Pre Configuration of Hardware	Per Hour Basis	**Per Hour Basis
Onsite Configuration and Support	Available on a Per Day Basis - At normal price	Buy 1st day **Get subsequent days 50% Off
Onsite Response of Critical Failure	Available on a Per Day Basis - At normal price	Buy 1st day **Get subsequent days 50% Off
Onsite Response of Critical Failure	Available on a Per Day Basis - At normal price	Buy 1st day **Get subsequent days 50% Off
Factory Training - US or European Offices	Available on a Per Day Basis - At normal price	Buy 1st day **Get subsequent days 50% Off
Onsite Training	Available on a Per Day Basis - At normal price	Buy 1st day **Get subsequent days 50% Off
Repairs (out of warranty)	Hourly + parts	Hourly + parts
Repair Shipping (in warranty)	Paid by Inbound - Customer Outbound - Telos	Paid by Inbound - Telos Outbound - Telos (expedited)
Repair Shipping (out of warranty)	Paid by Inbound - Customer Outbound - Customer	Paid by Inbound - Customer Outbound - Customer
Repair Time (in warranty)	Avg within 2 weeks	Choice of advance swap or within 2 days



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<b>Priority Repair Service</b> (1 to 2 day turnaround)	One time \$300 fee	Included
<b>Product Rental Fee for Repairs</b>	Flat Rate Rental (Free for first 6 months of new unit)	Included
<b>Rental Shipping</b>	Customer In and Out	Customer for Return
<b>Pre-Purchased Critical Spares</b>	MSRP	10% off MSRP
<b>Hot Standby Spares</b>	N/A	N/A
<b>Contract Length</b>	N/A	1 year minimum 5 year maximum

We will make best effort but may not be able to repair due to obsolescence of parts. In that case, we would offer a discount on replacement.

\*\* Only available on systems over \$50k