

Comparison Sheet Updated 3/27/20

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