



GREENBYTES WARRANTY AND SUPPORT SERVICES PROGRAM

Version 20910

Support Service/Warranty	Warranty	Gold Support	Platinum Support
Hardware Warranty Parts Replacement	90 days	1, 2, or 3 year subscriptions	1, 2, or 3 year subscriptions
Parts Availability & Response Times	Parts Delivery Only; No Field Engineer; Next Business Day (1) (Advance Replacement)	Parts and Field Engineer On- site; Next Business Day (1) (Advance Replacement)	Parts and Field Engineer On- site; 4 hours (1) (Advance Replacement)
Software Support	90 Days Bug fixes and patches only	1, 2, or 3 year subscription Bug fixes, patches and updates (2)	1, 2, or 3 year subscription Bug fixes, patches and updates (2)
Web-Based Support https://getgreenbytes.com And Telephone Support (secondary case submission)	90 days 24x7x365	1, 2, or 3 year subscriptions 24x7x365	1, 2, or 3 year subscriptions 24x7x365
Initial Response Times to Problem Report	P1: 4hrs.; P2: 8hrs; (24x7x365) P3: 24 hrs; P4: 24 hrs (8am-5pm)	P1: 30 min; P2: 4hrs; (24x7x365) P3: 8 hrs; P4: 24 hrs (8am-5pm)	P1: 30 min; P2: 4hrs; (24x7x365) P3: 8 hrs; P4: 24 hrs (8am-5pm)

(1) Target delivery from time of diagnose of problem. Next Business Day applicable if problem diagnosed by 3pm. Replacement parts may be new or refurbished. Defective parts must be returned and become GreenBytes property.

(2) Updates do not include enhancements licensed for a separate fee. Support services do not include equipment or software installation, training, consulting services or preventative maintenance.

(3) P1—production use is stopped or severely impacted, no reasonable continued use; P2—important features unavailable with no acceptable workaround, use is continuing; P3—important features unavailable but a reasonable workaround is available, or less significant features unavailable with no acceptable workaround, use is continuing; P4—all other problems.

(3) GreenBytes will have no support and/or warranty obligations for conditions attributable to: (i) negligence or misuse of the products; (ii) use of the products not in accordance with their specifications; (iii) modifications or repairs to the products made by a party other than GreenBytes or a party authorized by it; (iv) failure by Customer or a third party to comply with specified environmental and storage requirements; or (v) use of the product with any non-GreenBytes apparatus or programs outside the typical, recommended or reasonably anticipated use of the products.

(4) As a condition to GreenBytes’s warranty and/or support obligations, Customer shall: (i):register all products and provide notice of site moves; (ii) provide access to Customer’s site, network and personnel to reasonably assist GreenBytes in performing support; (iii) use the products in a supported configuration and maintain the software within the then-current prior two releases; and (iv) make available systems data and other materials reasonably required by GreenBytes for the support.