



# RADCare Service Program

## 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

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 a RAD technician. One spare will be provided for every 20 regularly purchased units - minimum of four 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 hours when required**

## 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. 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 or Time and Material Support

When requesting services, please provide the following information in full to ensure efficient and complete price quotations:

- 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 (1-800-444-7234 Option 3)
- 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

## Pricing

Service Plans		
Response Type	Price	Minimum Annual Charge
Basic Service	5% of RAD US List Price	None
Level One		\$150
1 Year Contract	10% of RAD US List Price	
2 Year Contract	18% of RAD US List Price	
3 Year Contract	24% of RAD US List Price	
Level Two		\$350
1 Year Contract	15% of RAD US List Price	
2 Year Contract	27% of RAD US List Price	
3 Year Contract	36% of RAD US List Price	
Level Three		\$750 per site location
1 Year Contract	20% of RAD US List Price	
2 Year Contract	36% of RAD US List Price	
3 Year Contract	48% of RAD US List Price	

Installation		
Location	Price	Minimum Charge
Continental US & Canada	10% of RAD US List Price	\$750 per location**
Staging Only	4% of RAD US List Price	\$250 per order
Remote Configuration Assistance	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 Rates		
Cost Index	Price	Minimum Charge
Phone Support (M-F 9am – 6pm EST)	\$100/Hour	None
Phone Support (M-F 6pm – 9am EST)	\$200/Hour	None