



Support and Maintenance Plans

Global Velocity offers a variety of maintenance, support and service programs designed to maximize product effectiveness and uptime and extend product lifespan. These programs help ensure high availability, rapid response, effective troubleshooting, fast parts replacement and 24-hour support. Recognizing that customers often have unique support and service needs, Global Velocity also offers custom pre-and post implementation consulting and hands-on training programs.

Support and Maintenance at a Glance	Standard Agreement	Extended Agreement
Hardware Warranty	90 days parts and labor	1 year parts and labor
Telephone Support	24 x 7 x 365	24 x 7 x 365
Email Support	24 x 7 x 365	24 x 7 x 365
Onsite technician	9 x 5 x NBD	24 x 7 x 4
Software updates	Remote	On-site (if required)
Hardware updates	T&M	Included
Installation and training	T&M	Included

On-Site Installation and Training

Customers purchasing a Global Velocity product and an annual Extended Maintenance Agreement will receive on-site installation and hands-on training. On-site installation includes the site preparation, installation and configuration of the Global Velocity hardware and software.

On-site installation includes the following activities:

- Review pre-install checklist and worksheet
- Identify and survey installation location
- Unpack the GV-2010 and verify all components
- Perform physical installation



- Verify installation and proper power-up
- Configure the GV-2010 and setup:
 - Users
 - Initial Policies
- Acceptance testing:
 - Global Velocity standard installation and verification testing
 - Customer-specific testing (as agreed-to prior to purchase / installation)
 - Final acceptance walkthrough

On-site training will be provided to the customer at the time of installation. A training session will typically include one-half day of hands-on instruction covering the following topics:

- Installation and configuration of the GV-2010
- How to monitor network traffic flow
- Analyzing data gathered in the monitoring phase
- Discussing next steps to fully utilize the capabilities of the GV-2010

Help Desk Support

Global Velocity will provide toll-free telephone Help Desk services available twenty-four (24) hours a day, seven (7) days a week. Help Desk support includes basic hardware and software troubleshooting, resolution and dispatching of service technicians if the problem cannot be resolved by phone.

Hardware Warranty

Global Velocity warrants their products against defects in materials and workmanship under normal use for a period of ninety (90) days from the date of purchase. If a hardware failure arises within the warranty period, Global Velocity will either (1) repair the hardware defect at no charge, using new or parts equivalent to new in performance and reliability, or (2) exchange the product with a product that is new or equivalent to new in performance and reliability and is at least functionally equivalent to the original product.

Customers may extend this ninety (90) day hardware warranty by purchasing an annual Extended Maintenance Agreement.

On-Site Maintenance Services

On-site break-fix services are available on a time and material basis, or they can be provided through one of Global Velocity's annual maintenance agreements. Global Velocity offers two levels of maintenance agreements:



- **Standard**

- 9 x 5 x NBD – On-Site Maintenance Support with coverage nine (9) hours a day, five days a week, with Next Business Day service response time. This coverage is available between 8:00 AM and 5:00 PM central time, Monday through Friday (excluding holidays).
- Software updates – with permission from the customer, software updates will be applied remotely.
- Hardware updates – available on a time and material basis.

- **Extended**

- No charge for installation and training services.
- 7 x 24 x 4 – onsite maintenance and logistics support with coverage seven (7) days a week, twenty-four (24) hours a day, with four (4) hour service response time.
- Software updates – with permission from the customer, software updates will be applied remotely or on-site when necessary.
- Hardware updates – when required, up to one hardware update per year at no additional charge to the customer.