



Patapsco Service & Support Rates

A range of pre- and post-sales support services are available. This document covers the standard options and pricing.

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Patapsco endeavours to provide excellent **Technical Support** for all customers. Unless the **Pre-Configuration Service** or **Telephone Support** has been purchased, **Technical Support** is free-of charge via email (see 2.1 below).

All our products are shipped with a comprehensive manual on a CD.

Please note that Patapsco's Normal Working Hours (NWH) are Monday-Thursday 08:30 to 17:30 and Friday 08:30 to 13:30. All are "UK time" and exclude UK Public Holidays.

All prices shown are in UK Pounds Sterling £ excluding VAT where appropriate.

1. Pre-Configuration Service

Patapsco offers a **Pre-Configuration Service** where the units are shipped configured to customer requirements. A comprehensive **Product Configuration Form**, with descriptive notes, is completed by the customer.

The price for this service is:

- Databand stand-alone units - £30
- Databand DB120 chassis - £15 per card.
- Liberator - £55 for Liberator with up to 9 ISDN interfaces populated; £80 up to 17 interfaces and £95 over 17.

2. Email & Telephone Support

From time-to-time customers may find it necessary to call Patapsco for configuration or installation assistance.

• 2.1 Email Support

Email support is provided for the life of the product. Email support@patapsco.co.uk. We aim to respond within 24 hours of receipt of emails (within NWH).

• 2.2 Telephone Support Contract

Patapsco employ highly-trained personnel to operate a telephone help desk in NWH.

Customers may purchase an annual Telephone Support Contract at the time of purchasing the equipment or at any time in the future. The contract comes into effect 2 days from receipt of payment or shipment of the product whichever is the latter.

Performance with Flexibility

The price covers the customer for one type of product, irrespective of the number installed, with up to two hours Telephone Support per annum. Additional blocks of Telephone Support may be purchased if required.

If purchased with the equipment the price is £80pa for Liberator, £100pa for all stand-alone Databand products and £120 for DB120 and all cards. If purchased subsequently the prices are £100, £120 and £150 respectively.

3. Remote Dial-In Support

Customers have the option to purchase Dial-In Support. A Patapsco technician will access your equipment via an ISDN call and assist with installation, configuration, diagnostic and optimisation issues.

- UK - £50 per hour
- EEC - £80 per hour
- Other Europe - £120 per hour
- USA & Canada - £120 per hour
- Australia & New Zealand - £140 per hour
- Other locations - £180 per hour

Above prices include the cost of the international ISDN call (single call for management purposes). If multiple international ISDN "B" channels are required, a supplementary charge for the extra calls will apply. Please note that the cost of an international ISDN call bears no resemblance to the cost of a voice call.

Minimum period is 0.5 hour.

Payment by Purchase Order or by Credit Card (Visa or MasterCard). Support begins once funds are cleared.

Above rates are for Patapsco's Normal Working Hours (NWH). Contact Patapsco for out-of-hours support.

4. Standard Warranty

All Patapsco products are warranted against faulty workmanship for a period of 12 months from shipping.

In the unlikely event of a unit failing, please contact Patapsco for a Return to Manufacturers Authority (RMA). The unit should be shipped to Patapsco in the UK, carriage paid and insured, with the RMA number visible on the packaging and documentation.

The unit will be repaired or replaced (at Patapsco's discretion), returned carriage-paid and insured, within 10 working-days of receipt of the same.

5. Extended Warranty

The Standard Warranty can be extended any time within the first nine months to three or five years at a respective cost of 5% (or £80 whichever is the higher) and 10% (or £160 whichever is the higher) of the List Price. The one-off payment covers for the relevant period of time.

6. Advance Fast Replacement Maintenance & Warranty

Some customers require a speedy replacement of any failed unit and enhanced warranty coverage. Patapsco's Advance Fast Replacement Maintenance addresses this need.

Should a unit fail, the customer contacts Patapsco for a Return to Manufacturers Authority (RMA). Patapsco will ship a replacement unit the next working day or sooner if possible (depends on carrier collection times) via air freight.

The Customer must return the failed unit within 2 weeks of receipt of the replacement unit or purchase the replacement equipment. Shipping and insurance of the returned failed unit at customer's cost.

Performance with Flexibility

The price for Advance Fast Replacement Maintenance is 4% of the List Price during year 1 and 5% pa for years 2 and 3 subject to the following minimums (to cover different shipping charges):

- EEC - £80
- Other Europe - £90
- USA & Canada - £90
- Other locations - £110

7. Software Upgrades

Patapsco is continually upgrading and enhancing both the products and the DbManager system. These are released as new software versions and usually include improvements in facilities, features and performance.

Customers can either contract for the choice of taking any/all upgrades to both equipment and DbManager or purchase as required.

An annual fee of £50 per Liberator, £30 per Databand table-top product and £80 per DB120 chassis gives access to all upgrades, including DbManager, if taken at the time of purchase. Upgrades are for the specific unit covered with a maximum annual cost to any one customer of £1,200.

Please contact Patapsco if you wish to take advantage of the annual contract at any time after initial purchase.

Costs for non-contract upgrades vary depending upon the features but are typically £55 per Liberator, £45 per table-top, £50 per DB120 card and £250 per DbManager workstation. Please note that some product upgrades may also require an upgrade to the DbManager.

8. Training

Patapsco provide training at our UK facility or on-site training can be arranged if required.

Training at our UK facility is typically £200 per person per day. Please contact us with your requirements and for course dates.

If you require training at your facility, please advise us of your requirements and we will work together to meet the objectives.

All courses and materials will be in English.

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