



## Hardware Warranty Service Description

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**SCOPE:** This document describes 'Hardware warranty service' provided by XOP Networks.

**PURPOSE:** XOP Networks products are used as integral part customer's business operations. The hardware warranty service is intended to provide continuity of such business operations during the period in which XOP Networks equipment is undergoing repair or upgrade.

**HARDWARE WARRANTY SERVICE:** Following items are provided by the warranty service:

- 1) Identification and replacement of any faulty component within 5 working days. Following components are included – telephony hardware, CPU and the motherboard, memory, hard-drives and power supplies. Please note that XOP Networks purchases some of the components from other third parties.
- 2) Remote technical support to local admin/craft for changing any faulty part.
- 3) Restoration of the server to its normal operation (including re-loading of Operating System, Application software etc.)
- 4) Restoration of the customer database to last available backup copy if the customer has subscribed to 'Advanced Software Maintenance agreement' and allows XOP Networks to maintain a copy of its server database onto XOP Networks' servers.
- 5) Access to XOP customer care bridge during the repair period that will host customer's database. A customer will be able to use any applicable services (e.g., meet-me conference calls, Firebar and Group Alert calls) with its existing groups via the customer care bridge. XOP Networks will charge back any long distance charges attributable to customer's use of the customer care bridge.

**HARDWARE WARRANTY SERVICE PERIOD:**

XOP Networks shall provide the hardware warranty service for one year from the initial product acceptance date at no charge.

**EXTENDED HARDWARE WARRANTY SERVICE:**

XOP Networks' customers can purchase extended warranty service beyond the first year on an annual basis.

Please contact XOP Networks sales department ([sales@xopnetworks.com](mailto:sales@xopnetworks.com)) for a quote for extended hardware warranty service.