

### Support Packaging:

- >> **One Year Hardware Warranty**
- >> **90 Day Software Warranty**
- >> **Renewable Annual Hardware Support Services**
- >> **Renewable Annual Software Support Services**
- >> **24X7 Telephone Support**
- >> **8am-5pm ET E-mail Support**
- >> **Remote Support Assistance**
- >> **Tracking & Escalation of Support Incidents**
- >> **Lifecycle Management**

### Contact Information

#### Performance Technologies

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### Accelerate Deployment and Maximize Project Investments

Performance Technologies understands that 24X7 operation of your communications applications is critical, and we are committed to providing the necessary support to ensure your systems remain operational at all times.

As a supplement to our standard product warranty, Performance Technologies offers a renewable annual hardware and software support service that provides support to the latest software features available for our industry-leading signaling products.

This service draws upon the experience of our Customer Support and Engineering Development teams to ensure customer issues are resolved quickly and efficiently.



Our supplemental hardware and software support service package provides:

- Software and hardware support
- Remote support assistance
- Tracking and escalation of support incidents
- Bug patches and software upgrades
- Support for customer-installed patches and upgrades

FEATURE	OEM	CARRIER	LAB	SPARE
One year hardware warranty	✓	✓	✓	✓
90 day software warranty	✓	✓	✓	✓
Renewable annual hardware support services	✓	✓	✓	✓
Renewable annual software support services	✓	✓	✓	✓
24X7 telephone support for service-affecting problems	✓	✓	Not available	As per deployed system
8am to 5pm ET regular business day e-mail support for non-service-affecting problems	✓	✓	✓	✓
E-mailed support request response time	By next business day	By next business day	By next business day	By next business day
Remote support assistance of functioning systems	✓	✓	✓	✓
Tracking of support incidents	✓	✓	✓	✓
Escalation of support incidents	✓	✓	✓	✓
Access to continuous product updates & improvement	✓	✓	✓	✓
Lifecycle management	✓	✓	✓	✓
Supported levels	2-3	1-3	As per customer type	As per deployed system

✓ indicates included in package

◆ indicates optional/configurable feature - prices are determined based on configuration

# Service and Support

## Signaling Systems

FEATURE	OEM	CARRIER	LAB	SPARE
Repair turnaround time	4 weeks	4 weeks	4 weeks	4 weeks
Advanced replacement	◆	◆	◆	◆
Remote installation support	◆	◆	◆	◆
Field-trial/demo participation	◆	◆	◆	◆
Training	◆	◆	◆	◆
Dedicated on-site support	◆	◆	◆	◆
Operational reviews	◆	◆	◆	◆
System release planning assistance	◆	◆	◆	◆
Installation of software updates and patches	◆	◆	◆	◆
Installation, configuration and verification of systems and networks	◆	◆	◆	◆
Post-mortem reviews to ensure successful trial and timely software and hardware updates as required	◆	◆	◆	◆

✓ indicates included in package

◆ indicates optional/configurable feature - prices are determined based on configuration

### For More Information

To discuss your specific support requirements and/or receive a quotation for a specific support program, contact [sales@pt.com](mailto:sales@pt.com) or your **sales representative** directly.

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