



G I G A B E A M

GigaBeam's Extended Support Services*

Platinum Plan Service

- 1, 2, 3 year options available
- Most comprehensive coverage; combines hardware support and software development protection
- Covers new **Software Feature Releases** (example: v3.0 to v4.0)
- Covers **Software Maintenance Releases**, i.e. pre-release evaluation, bug fixes. (example: v3.0 to v3.1.0)
- Covers all **Hardware Upgrades**, maintenance releases, component upgrades, Engineering Change Orders (ECOs), and/or bug fixes
- GigaBeam Tier II "on call" phone support

Advance Radio/Hardware Replacement

- Elective service, customer may request part(s) advanced prior to performing link repair.

Criteria: GigaBeam Support must pre-determine disposition of the link/product prior to shipping parts.

Shipping Services RMA Services

- Parts are shipped next day air, unless otherwise specified

Criteria: GigaBeam Support must pre-determine disposition of the link/product prior to shipping parts

Up to Two On-site Support Visits**

- Field support dispatch available to help identify and resolve link performance issue(s).

Criteria: GigaBeam Support must pre-determine the product's disposition prior to authorizing travel. Customers may be asked to provide photos of outside construction/mount and beam path prior to GigaBeam support traveling to site

(**For US customers only)

For pricing details contact GigaBeam Regional Sales Representatives



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Gold Plan Services

- One time upgrade to 1, 2, 3 year options available
- **Software ONLY** support package
- New Software feature releases (example: v3.0 to v4.0)
- Software maintenance releases, i.e. pre-release evaluation, bug fixes. (example: v3.0 to v3.1.0)
- Link upgrade support. Remote upgrade assistance from anywhere in the world
- GigaBeam Tier II “on call” phone support

Hardware protection is not included

Bronze Plan Services

- One time upgrade to 1, 2, 3 year options available
- **Hardware ONLY** support package
- Covers all **Hardware Upgrades**, maintenance releases, component upgrades, Engineering Change Orders (ECOs), and/or bug fixes
- GigaBeam Tier II “on call” phone support

Advance Radio/Hardware Replacement

- Elective service, customer may request part(s) advanced prior to performing link repair

Criteria: GigaBeam Support must pre-determine disposition of the link/product prior to shipping parts

RMA / Shipping Services

- Parts are shipped next day air, unless otherwise specified

Criteria: GigaBeam Support must pre-determine disposition of the link/product prior to shipping parts

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Preventative Maintenance Tip

GigaBeam recommends conducting preventative maintenance on an annual bases. Begin by inspecting outside construction facilities (i.e. structural integrity, line-of-sight verification, cable facilities, ionization, rust, paint issues, where applicable apply de-icer treatments, etc.)

**For pricing details contact GigaBeam Regional Sales Representatives*

Standard Limited Warranty

- Included with purchase of the product
- Standard warranty protects against defects in material, and workmanship for 12 months
- Customer Phone Support - 5 day M-F, 8:00-5:00p US EST
- Does Not cover new **Software Feature Releases** (example: v3.0 to v4.0)
- Does Not cover **Software Maintenance Releases**, i.e. pre-release evaluation, bug fixes. (example: v3.0 to v3.1.0)
- Does Not cover **Hardware Upgrades**, maintenance releases, component upgrades, Engineering Change Orders (ECOs), and/or bug fixes

Advance Radio/Hardware Replacement

- Not covered
- Radio must be returned to Gigabeam for repair services
- Spare inventory may be supported through the purchase of refurbished radio(s)

Shipping Services / RMA Services

- Parts are shipped FEDX ground, usually 3 day delivery

On-site Support

- Not covered

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