

Maintenance & Support Description

SyncCare Support – Summary

Sync Support Custom is a support program that allows for a custom set of support options to be chosen by customers so that the exact support services required for synchronization and timing systems are supported to the level that are needed. These levels of support fall into different plans offered by Syncworks. This table displays the type of support and what plan they belong to.

Technical Assistance Center (TAC) Support:

Syncworks will provide web-based, email, and telephone software support for trained and authorized Customer personnel. Syncworks engineers deliver expert-level support to help customers troubleshoot and restore any product-level deficiencies.

Syncworks TAC will provide guidance and step-by-step instructions to aid in further troubleshooting and isolating issues. Each incident will be logged and tracked in the Syncworks system. Technical assistance will be provided 24x7 for critical cases, while lower severity cases will be handled during Customers local business hours.

Help Line Support

All phone calls to the Help Line will be answered or returned within 60 minutes if a support engineer is not immediately available.

Customer representatives will be responsible for initially defining the severity level of the problem at the time a call for help is placed, subject to the parties each exercising a good faith effort to mutually diagnose and reassess the severity level at the request of either party or in accordance with the Operations Manual, as applicable.

Syncworks telephone helpline support shall be provided by a live representative qualified to perform support services in accordance with these terms.

Support Types and Associated Plan

Support Type	Plan	Description
Technical Assistance Center Support	24/7 Technical Support	24x7x365
Help Line Support	24/7 Technical Support	Non-critical emergencies can speak to a representative within an hour
Software Upgrades	Platform Maintenance	New software releases provided
Software Support	Software Maintenance	Bug fixes as well as troubleshooting
Annual Equipment Training	Support	Help regarding new equipment and software training
Loaner Program	Loaner	Next business day solution to network critical equipment problems

Maintenance & Support Description

Software Upgrades

Syncworks can provide remote and in-field support to assist in upgrading firmware versions in hardware and software upgrades for PC-based applications.

Software Bug Fixes and Patches

Syncworks can provide remote and in-field support to assist in upgrading firmware versions in hardware and software upgrades for PC-based applications.

Loaner Program

Allows Syncworks to provide equipment on "loan" to customers for use while the original is being repaired. Loaner equipment must then be sent back when permanent replacement equipment is received by the customer.

Annual Equipment Training

Training can be included in the support program so that technical personnel is always up to date on the latest technology and equipment capabilities. This is also valuable for new technical team members that join so that they receive training on synchronization systems and theory.

Remote Technical Support

24x7 Emergency Support Call-In Procedure

To report a service-affecting issue at any time:

- Dial 1-904-280-1234. Select Option #2 for service affecting EMERGENCIES.
- You will be prompted to leave your name, company name, call back number, e-mail address, and a brief description of the service issue. The emergency messaging system will then broadcast text and email alerts to all support personnel, and you will receive a live call-back within sixty (60) minutes.
- Please provide the Serial Number of the affected equipment.

Remote Technical Support

24x7 Emergency Support Call-In Procedure - continued

Non-Emergency Support Through Our Website

To request non-emergency support, go to www.syncworks.com, choose Support then choose Contact Our Support Team. Fill out a Support Request. You will receive a reply by the next business day.

You will be asked to enter the following fields:

- Name
- Company
- Phone Number
- E-mail Address
- Subject
- Description

To ensure efficient resolution, please provide a thorough description of the service issue.

Once submitted, an automatic reply email will be sent to you. The automatic reply email will confirm the receipt of your request and contain the Syncworks assigned case number associated with your request.

Your case will be reviewed during regular business hours Monday through Friday 8 am ET to 5 pm ET.

Customers will be contacted directly if additional information is needed. An update will be provided via email or by phone as soon as information is available.

Please provide the Serial Number of the affected equipment.

Remote Technical Support

Deliverables

Expert Assistance Provided During Operational Phase

- Remote assistance for configuration toward restoral of the system to a pre-fault condition
- Guided advanced troubleshooting
- Assistance with defect correction
- Assisted restoration of system or network failures
- Assistance for routine or scheduled maintenance tasks

Additional Billable Services Provided Upon Request

- On-site technical support
- Professional services
- Network Configuration
- System upgrades
- Software upgrades
- Solution testing
- Remote support for new network deployment and major rebuilds
- Network Audits
- Preventative maintenance
- Product training and enabling

Software Maintenance

Software Bug Fixes

Deliverables

- Latest software license is provided to the customer when it is available
- Updates on the current software status of units

Software Upgrades

Deliverables

- Technical support via e-mail/online Technical Support Center
- General support questions for the operation and maintenance of equipment
- Assistance in troubleshooting and resolution of equipment failures
- Trouble ticket will be logged in our support database

Note: Software license fees associated with the activation of new licensed features released in major software Upgrades and software licenses for new product purchases are not included in the software maintenance program fees.

Syncworks Equipment Support

Loaner Support- continued

Deliverables

In case of a defective product, Syncworks will provide the customer with a loaner item with the same type and function or with a functional equivalent item.

After Syncworks Technical Support team has evaluated the issue and it is determined to be traffic affecting event, Syncworks will provide the loaner piece of equipment and the customer will have 30 days from the date of receiving the loaner device to either repair or replace the defective item.

Advance Replacement Service

Deliverables

In case of a defective product, Syncworks Technical Support Team has assisted on the troubleshooting and determined that the part needs to be replaced. The customer will be provided with an appropriate replacement spare of the same type and function or with a functional equivalent item.

Replacement/Loaner Time – Next Business Day (NBD)

The replacement spare part will be shipped on the same Business Day to the Ship-to location if the inquiry was made by the customer no later than 2:00 pm local depot time. Syncworks will ship with express service of the respective carrier, targeting next Business Day delivery subject to depot location, compliance with export controls, customs processes, and local transportation infrastructure.

Shipping cost for Advance Replacement

Syncworks ships the replacement part to the customer DAP unless otherwise defined in the agreement. The customer returns the defective Product using the return-label/e-label as provided with the advance replacement spare part to Syncworks unless otherwise agreed in the Support Reference Guide. Unless stated otherwise in the Agreement all shipping costs will be to the Syncworks account.

Note: Cesium tubes as part of the synchronization and timing product family are handled according to their individual degressive warranty clause defined in the Agreement and are not covered by the terms of the hardware support service under this program. Advance Replacement Service generally cannot be provided to Cesium clocks.

Support Package Options

Loaner Support

Syncworks packages can be summarized into 4 different options each containing a different type of support. Each type of equipment has a different option of support. The full list of equipment and type of support is shown below.

Type of Equipment	Part #	Service	24/7 Technical Support	Software Maintenance (Upgrades as Required)	Loaner Support
SSU2000	820-5000-01	24/7 Technical Support	X		
	830-5555-01	24/7 Technical Support and Loaner Support	X		X
TP5000	840-6500-01	Platform Maintenance	X	X	
	840-6502-01	Platform Maintenance Plus	X	X	X
TP4100	999-62007-01	Platform Maintenance	X	X	
TS3550	820-5000-01	24/7 Technical Support	X		
	840-6500-01	Platform Maintenance	X	X	
Syncserver S600	999-72012-01	Platform Maintenance	X	X	
Syncserver S650	999-72013-01	Platform Maintenance	X	X	
TimeCesium	820-5000-01	24/7 Technical Support	X		
MANUFACTURER DISCONTINUED EQUIPMENT BEST EFFORT					
TimeSource 3500 TimeSource 3000 LPR GPS TSG 3800 PR550 PRR-10 DCD ST2E Rb Clock DCD4xx DCD5xx	820-5000-01	24/7 Technical Support	X		
	830-5555-01	24/7 Technical Support and Loaner Support	X		X

About Syncworks

Over two decades, we have earned our reputation as a trusted partner who is known for flawless execution in providing world-class synchronization solutions tailored for our customers. Our value-added services include SyncCare, SyncAudits, and Field Services.