



Microwave Networks Customer Support Policy

Microwave Networks (MNI) offers up to 20 years of Life Cycle Support Services (LSS). These are outlined in ***Exhibit B3-Standard Support***. The LSS Program may be customized to meet your network's unique requirements. Please contact your customer services team at customerservice@microwavenetworks.com or 281-263-6501 to learn more.

Repair and Exchange Services

Repair and exchange services are available on MNI product(s) that are currently being manufactured and for certain legacy products subject to MNI's standard terms and conditions. An RMA (Return Material Authorization) is required prior to shipping defective unit(s) to Microwave Networks for repair. To obtain an RMA number please visit <https://www.microwavenetworks.com/support/>. Units must be packed properly to prevent damage during shipment, which could render the unit un-repairable. Please contact MNI customer service at 281-263-6501 to obtain best practices with respect to proper packing. For units in warranty, customer is responsible for shipping costs to MNI, and MNI pays the cost of shipping back to customer. For units out of warranty, customer pays for shipping both to and from MNI. Repaired modules are guaranteed for 90 days from the date of shipment, or the remaining portion of the product's warranty, whichever is greater.

Microwave Networks Corporate address for RMA returns:

SEND TO: Microwave Networks Inc.
4000 Greenbriar
Stafford, TX 77477
Attn: Repair Department (SR#'s _____)

Extended Warranties

MNI's standard warranty is two years after shipment on MNI manufactured products. Extended warranties up to 20 years are available through our LSS programs. Repair services for out of warranty units are also available for a repair fee. Standard repair turnaround time is 30 days, from receipt of unit and purchase order (in the case of out of warranty units) and may change subject to availability of parts.

Advanced replacements

Emergency advanced replacements are available with a 24-hour turnaround for currently manufactured products and subject to availability of parts. Advanced replacements can be incorporated into your support plan through the gold and platinum LSS programs.

Non-Repairable Modules or No Fault Found:

Non-repairable modules such as lightning damaged modules, will be returned as non-repairable. Customer may be offered, depending on availability to purchase a refurbished module at a discounted price. Standard Warranty on Refurbished modules is 90 days after the date of shipment. Extended Warranties are available through the LSS Program. Manufacture-discontinued (MD) equipment will be repaired on a case-by-case basis, depending on the availability of material. Repair turnaround time on MD



products will vary depending on availability of components. A service fee will apply for all non-repairable units or on units where no fault was found.

3rd Party Equipment

The warranty terms on 3rd party equipment sold through MNI are the same as the original manufacturer's terms (back to back). Extended warranties may be available through the LSS Program.

Technical Phone Support

Professional technical support engineers are available 24/7 through Microwave Networks' LSS programs. Please call **281-263-6501** or email **customerservice@microwavenetworks.com** for support.

Outside of an LSS program, the below terms apply:

Product	Reason for Call	Fee structure
MNI Manufactured Products	Radio operation, installation, troubleshooting, documentation requests, or other general inquiries	<u>Working hours (8-5 central, M-F):</u> First hour – no charge 4 hour block price: \$420 8 hour block price: \$720 <u>Outside working hours:</u> 4 hour block price: \$420 8 hour block price: \$720
	Re-engineering, reconfigurations, VLAN mapping and assistance, network optimization	4 hour block price: \$575 8 hour block price: \$860
3 rd Party products	Any reason	Per original manufacturer (back to back)

Field Technical Support:

Microwave Networks offers on-site technical support and Preventive Maintenance through Microwave Networks' LSS program which includes annual preventive maintenance, review of emergency spares, and firmware updates to ensure optimal network performance and minimize downtime.

Outside an LSS program, the below terms apply:

Continental U.S. (CONUS) Labor Rates

Description	Unit	Day Rate	OT Hourly Rate
Field Technical Support (CONUS) - Monday through Friday			
Engineer Field Support (up to 10 Hours Days, Includes Expenses)	Per Day/Person	\$1,295.00	\$150.00
Field Technical Support (CONUS) - Weekend and Holiday			
Engineer Field Support (up to 10 Hours Days, Includes Expenses)	Per Day/Person	\$1,495.00	\$170.00

Outside Continental U.S. (OCONUS) Labor Rates

Description	Unit	Day Rate	OT Hourly Rate
Field Technical Support (OCONUS) - Monday through Friday			
Engineer Field Support (up to 10 Hours Days, Includes Expenses)	Per Day/Person	\$1,395.00	\$160.00
Field Technical Support (OCONUS) - Weekend and Holiday			
Engineer Field Support (up to 10 Hours Days, Includes Expenses)	Per Day/Person	\$1,595.00	\$180.00

Notes:

1. A minimum of one day applies to all Field Support Services.
2. Holidays are defined in MNI's declared holiday schedule.
3. Field Support Services requires appropriate billing information prior to mobilization.
4. Any parts/modules used are subject to the repair / exchange policy

Additional Expenses

Description	Unit	Price
Mobilization (CONUS)		
Mobilization Fee (anywhere in Continental U.S.)	Per Person	\$3,500.00
Mobilization (OCONUS)		
Mobilization Fee (Outside Continental U.S.)	Per Person	To Be Quoted
Miscellaneous Expenses		
Miscellaneous Out of Scope Field Expenses		To Be Quoted