

Exhibit B3 – Services-Maintenance Repair

Standard software maintenance and hardware updates are covered **under Exhibit B3 StandardSupport**

If support cannot resolve remotely, the process below is followed.

Support and Case Process

- If problem detected a case is opened and ML Support will try to resolve issue remotely
- If solving remote is not possible, Field support will be informed and should visit customer site to resolve issue with ML Support remotely
- If not able to resolve in the field, an RMA will be requested by ML Support
 - Remove equipment being RMA'd
 - Pack equipment tightly in a box with packing materials to prevent damage during shipping
 - Ship to: Mutualink RMA, 1269 S Broad St, Wallingford, CT 06492 Put the RMA number as Reference number
 - Make sure to include return address and POC
 - Once repaired equipment will be shipped back to POC
 - Once customer receives repaired equipment, go onsite to re-install or self-install
 - Create an incident and inviter ML Support
 - Test operation of equipment replaced
 - While onsite test other parts of system
 - Once equipment is reinstalled and tested case will be closed by ML Support
- If not able to repair the hardware, and not under warranty, a replacement cost quote will be sent to the customer.
 - Once PO is received for the replacement from the customer
 - Equipment will be staged/configured then shipped to POC
 - Once customer receives repaired equipment, go onsite to re-install or self install
 - Create an incident and inviter ML Support
 - Test operation of equipment replaced
 - While onsite test other parts of system
 - Once equipment is reinstalled, and tested case will be closed by ML Support
- Onsite Technical Assistance can be purchased if not under warranty

RMA Process

