



**iNetVu® PRODUCT SUPPORT PLAN
Dealers/Resellers responsibilities**

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Revision 030

TABLE OF CONTENTS

1	SCOPE	5
2	INTRODUCTION.....	5
3	TELEPHONE & EMAIL SUPPORT	6
3.1	TIER 1 - TELEPHONE & EMAIL SUPPORT	6
3.2	TIER 2 - TELEPHONE & EMAIL SUPPORT	6
4	RMA SERVICE	8
4.1	TIER 1 – RMA SERVICE.....	8
4.2	TIER 2 – RMA SERVICE.....	8
4.3	ADVANCED REPLACEMENT SERVICE	9
4.4	REPAIR SERVICE (PRODUCTS OUT OF VALID WARRANTY OR SUPPORT PLAN) ..	10
5	EDUCATIONAL AND CERTIFICATION SERVICES	11
5.1	TIER 1 - EDUCATIONAL SERVICES.....	11
5.2	TIER 2 - EDUCATIONAL SERVICES.....	11
5.3	MASTER TRAINER CERTIFICATION.....	11
5.4	SERVICE CENTER CERTIFICATION.....	11
6	TECHNICAL DOCUMENTATION	12
6.1	Knowledge Base (KB)	12
	APPENDIX A: ALL C-COM PRODUCTS STANDARD WARRANTY.....	13
	APPENDIX B: ALL C-COM ENHANCED WARRANTY PRODUCTS	16
	APPENDIX C: RECOMMENDED SPARE PARTS LIST - EXAMPLE.....	17
	APPENDIX D: RMA INFORMATION FOR THE CUSTOMER.....	19
	APPENDIX E: CONTACT INFORMATION	22
	APPENDIX F: DEALERS/RESELLERS Responsibilities.....	23

REVISION NOTES:

The table below records the current version status of this document and any changes from the previous versions.

Rev.	Date	Edited By	Description
001	02-18-05	G. Sela J. Kwan	Created Original Procedure
002	03-10-05	G. Sela	Corrections
003	09-07-05	G. Sela	Added Hours of Operation and Response Times
004	09-28-05	G. Sela	Added Contact Information
005	12-02-05	G. Sela	Added Spare Parts Updated Contact Information
006	12-07-05	J. Kwan	Updated Format Corrections
007	16-05-07	G. Sela	Updated Appendixes
008	10-02-07	G. Sela	Updates and corrections
009	11-01-07	G. Sela	Conversion to CAD
010	12-07-07	G. Sela	Conversion to USD
011	3-03-08	G. Sela	Corrections
012	3-25-08	G. Sela	Updating Warranty documents
013	4-04-08	G. Sela	Corrections
014	6-01-08	G. Sela	Spare part list update
015	2-06-09	G. Sela	After support price update
016	5-19-09	G. Sela	Advanced RMA service terms change

017	9-15-09	G. Sela	Spelling correction
018	9-23-09	G. Sela	After hours price update
019	2-16-10	G. Sela	Revised RMA procedure
020	2-18-10	G. Sela	Revised RMA procedure
021	4-20-10	G. Sela	Revised Contact Information
022	12-3-2010	G. Sela	Master Trainer Information
023	2-28-2011	G. Sela	Corrections
024	6-03-2011	G. Sela	Updated Warranty document
025	30-05-2012	G. Sela	Updated Warranty document
026	30-05-2012	G. Sela	Trade mark update
027	20-09-2013	G. Sela	Repair Service procedure added
028	24-02-2015	G. Sela	Service Center Certification added
029	24-12-2015	G. Sela	RMA service for no valid support plan
030	10-10-2018	G. Sela	KB link has been updated

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1 SCOPE

This document describes the iNetVu® Mobile System's approach for Customer Support Services, and the various roles and responsibilities of the parties involved. The target audiences of this document are C-Com Satellite Systems' dealers and resellers.

2 INTRODUCTION

The main goal of the C-COM Satellite Systems Inc. Support Staff is to provide users and dealers with services such as system operation help, trouble-shooting, failed parts repair and replacement (RMA - Return of Material Authorization), product technical information and documentation.

The Customer Support Concept is categorized into 3 main levels:

- ❑ End Users
- ❑ Tier 1 Support
- ❑ Tier 2 Support

Two adjacent levels are bound by the following agreements in terms of providing services and support to each other:

- ❑ EUA – End User Agreement
- ❑ SLA – Service Level Agreement

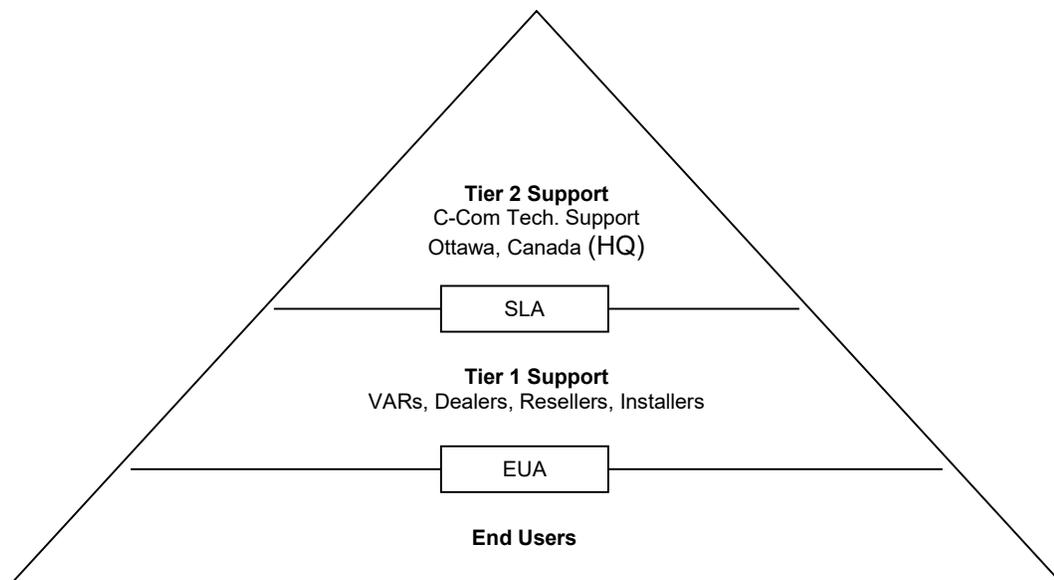


Fig. 1: Customer Support Pyramid

Each level is responsible for providing services to the level below it, and obtaining support from the level above it. In no case should a level have direct services and support to a level that it is not

adjacent to. For example, Tier 2 Support cannot provide support directly to End users without the involvement of Tier 1 Support.

3 TELEPHONE & EMAIL SUPPORT

This service provides online help and support with system operation difficulties and trouble-shooting process for possible failed equipment.

3.1 TIER 1 - TELEPHONE & EMAIL SUPPORT

This level is established and maintained by any party that holds an EUA with End Users. Technicians are trained and certified by the official C-Com Customer Training Course.

Location: Anywhere

Responsibilities: Direct contact with the end user for all technical issues

Operation: EUA Dependent

3.2 TIER 2 - TELEPHONE & EMAIL SUPPORT

This level is established and managed by C-Com Satellite Systems Inc. No direct technical support issues will be provided for End Users.

Location: C-Com Satellite Systems HQ, Ottawa, Canada

Responsibilities: Provide assistance to Tier 1 Support
Manage Call Tracking system

Hours of Operation:

	Service Hours (EST: Eastern Standard Time)	Cost (in USD) during Warranty or Support plan periods*
Regular service Monday - Friday	8:30 – 18:00	No Charge
After hours service Monday - Friday	18:00 – 21:00	Extra fee Minimum Charge - 1 hour
Saturday, Sunday and Canadian Holidays	8:30 – 21:00	Extra fee Minimum Charge - 1 hour

* - For customers without Support plan or Warranty special service packages are available. Please contact support services for most updated prices.

Response Time:

Level of Severity	Response Time	Resource Commitment
Critical System has failed and is inoperable.	2 Hours	Full-time resources between 8:30 – 21:00 to provide a work-around
Major System has failed but circumvention found	Next Business Day	Full-time resources during Business hours to provide a work-around
Minor Minor operational flaws	48 Business Hours	Reasonable resources during Business hours to provide a work-around
Inquiry Documentation or other questions	30 Days	

4 RMA SERVICE

The RMA Service Department provides repair and replacement services for failed equipment.

4.1 TIER 1 – RMA SERVICE

A local Spare Parts Stock Inventory will be kept at all Tier 1 Support Location. This local inventory will be able to provide the following:

- Immediate replacement of a failed/damaged Field Replaceable Units (FRU)
- Lower shipping costs since urgent long distance/international deliveries are less required (Tier 1 Support is typically located closer to End Users than Tier 2 Support)

Location: Anywhere
Responsibilities: Provide FRU's to End Users for failed/damaged products
 Manage local Tier 1 Support Inventory
Operation: EUA Dependent

4.2 TIER 2 – RMA SERVICE

This service is established and managed by C-Com Satellite Systems Inc. No direct technical support issues will be provided for End Users.

Location: C-Com Satellite Systems Inc, Ottawa, Canada
Responsibilities: Manage Spare Parts inventory
 Repair returned FRU's from Tier 1 support
 Ship and handle FRU parts for Tier 1 Support
 Provide Advanced Replacement Service for Tier 1 Support, when required

Hours of Operation: 8:30 - 17:00 (EST)

Response Time:

Service Plan	Lead Time
Standard/Extended Warranty	Shipping Next Business Day
Support Plan Opt 1/3	Shipping Next Business Day
Support Plan Opt 2 No valid support plan	Depends on parts availability. Contact support for actual response time.

4.3 ADVANCED REPLACEMENT SERVICE

This service is available for **C-COM manufactured items only**.

For third party manufactured equipment including satellite modems, LNBS, BUCs, BUC power supplies, special cables, outdoor antenna components and any other **non C-COM manufactured items Standard RMA process will be applied**.

In order to reduce the “non-operational” time of an iNetVu® Mobile System, the Advanced Replacement Service was initiated. The Advanced Replacement Service is used to offer the Tier 1 Support level, in urgent cases, a replacement part if it is not available in the local Spare Parts inventory. The Advanced Replacement Procedure is depicted in the following flow chart:

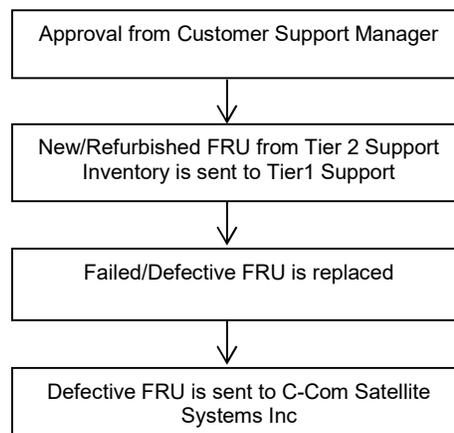


Fig. 2: Advanced Replacement Service Flow Chart

- ❑ The Customer Support Manager on Tier 2 MUST approve each case.
- ❑ The replacement FRU is sent from Tier 2 Support prior to receiving and repairing the failed/defective FRU from the Tier 1 Support level.
- ❑ In order to ensure that the failed/defective FRU will be sent back to Tier 2 Support within a reasonable period, a security deposit representing the full value of FRU plus expedited shipping costs, will be required from Tier 1 Support. After Tier 2 Support receives the failed/defective FRU, it will be inspected and verified. If FRU is covered under the terms of the C-Com Product Warranty the only FRU portion of security deposit will be credited to Tier 1 support.

4.4 REPAIR SERVICE (PRODUCTS OUT OF VALID WARRANTY OR SUPPORT PLAN)

Note: This service is available for **C-COM manufactured items only**.

1. C-COM inspection is mandatory for each system on that service. Non-refundable fee is applied and formal Purchase Order is required to start the process.
2. Based on inspection results Repair Estimation Quote will be provided to customer and he has to agree or to decline repair service.
3. If customer declines repair service, he will be charged for inspection fee only.
4. If customer accepts (in writing by email) repair service, final price will be provided to customer by completion of the repair process.
5. Repaired item will be returned to customer, after full payment will be accepted at C-COM.

5 EDUCATIONAL AND CERTIFICATION SERVICES

The main goal for Educational Services is train customers on operation and use of the iNetVu® Mobile System in the most effective and efficient manner.

5.1 TIER 1 - EDUCATIONAL SERVICES

The Tier 1 Support level is responsible for assisting End Users in the installation, setup and operation of the iNetVu® Mobile System.

5.2 TIER 2 - EDUCATIONAL SERVICES

The Tier 2 Support level is responsible for providing technical training courses to Tier 1 Support, which includes the following:

- Training iNetVu® Introduction Courses for Installers
- Troubleshooting Workshops for experienced support personnel
- Training Courses for Tier 1 Support staff
- Training Courses for Master Trainer Certification
- iNetVu® Knowledge Base Management

5.3 MASTER TRAINER CERTIFICATION

This certification allows to provide training and certification to iNetVu® Installers and supporting personnel.

Master trainer must meet following requirements

- Completion of iNetVu® Introduction Course
- Completion of Troubleshooting Workshop
- 12 months minimum of proven experience on supporting and installing iNetVu® systems
- Passing Master Trainer Test and personal evaluation

Master Trainer Certification is valid for 12 months only.

Renewal of this certificate requires to participate iNetVu® product line update session at C-COM headquarters and to pass Master Trainer Test.

5.4 SERVICE CENTER CERTIFICATION

Certified Service Center must meet the following requirements

- 12 months minimum of proven experience on supporting and installing iNetVu® systems
- Local inventory of spare parts
- Completion of iNetVu® training course (at least two people)

Service Center Certification is valid for 12 months only and annual evaluation is required for renewal.

6 TECHNICAL DOCUMENTATION

C-Com Satellite Systems will provide Technical Documentation for all C-COM products. The main goal of this service is to supply all technical information with the following documents:

- User Manuals
- Installation Guides
- Trouble-shooting Guides
- Knowledge Base
- Recommended Spare Parts lists
- Technical Service Bulletins
- Product Support Plan (this document)

6.1 Knowledge Base (KB)

KB information can be accessed at the following URL:

URL: <http://www.c-comsat.com/kb/>

Username: installer

Password: inetvu

APPENDIX A: ALL C-COM PRODUCTS STANDARD WARRANTY

WWW.C-COMSAT.COM

2574 SHEFFIELD ROAD, OTTAWA, CANADA K1B 3V7
PHONE: (613) 745 - 4110 FAX: (613) 745 - 7144**C-COM Standard Products Warranty**
(Hardware and Software)**All C-COM Supplied Hardware Products**

C-COM Satellite Systems Inc. (**C-COM**) is a technology leader in the development and sales of advanced Satellite Internet Technology, including **iNetVu®** Mobiles Systems, and is proud of its track record for producing high-performance reliable commercial satellite products. C-COM warrants to the Original Customer ("**Customer**" - End User or their C-COM Authorized Dealer) that all C-COM manufactured Hardware Products (the "**Product**") shall be free of defects in material and workmanship for its relevant warranty period ("**Warranty Period**") from the initial shipment date under normal operating conditions.

Third party manufactured equipment including satellite modems, LNBs, BUCs, BUC power supplies, special cables, outdoor antenna components and any other **non C-COM manufactured items will be covered by the original manufacturer's warranty only**. Note that special terms and conditions may apply to refurbished or used systems.

This standard products warranty is contingent upon the proper installation of the product by a C-COM certified installer and the suitable application and use of the C-COM delivered product. This Limited Warranty does not include normal wear and tear, any field travel, labor, or shipping and may be void if the product is subjected to damage, abuse, misuse, alteration, neglect, or has been serviced, repaired or installed by unauthorized personnel, as determined by C-COM.

Should any of the C-COM supplied product not function according to specifications during the Warranty Period, the Customer is required to contact their C-COM Authorized Dealer who installed the product for assistance, or C-COM Support if the product was purchased directly from C-COM. If C-COM Support determines that a product may be defective, a Return Material Authorization (**RMA**) may be issued with instructions on returning the Product (or Field Replaceable Unit (**FRU**)), to C-COM's Repair Facility in order to determine if the failure is subject to the terms of the warranty, and to affect the repair or replacement.

Shipping Costs**USA and Canadian Customers**

Customer will pay for the shipping charges associated with the return of the defective part to C-COM's repair facility or designated service center.

C-COM will pay for shipping of the repaired/replaced item back to the Customer's facility via **ground transit**.

This ground delivery service may take **5-7 business days** (depending on the customer's location).

Extra fee will be applied for the express (air/overnight) service, should the Customer request this.

International customers

The costs associated with shipping the defective product to and from C-COM's repair facility or designated service center will be **the responsibility of the customer**.

Please note that any product sent to C-COM without authorization and an **RMA** number from C-COM Support, or not shipped prepaid, will be returned collect to the customer without any processing.

C-COM will inspect and test the **Product** or **FRU**, and if found to be defective due to material or workmanship, will either repair or replace the **Product** or **FRU**, at its sole discretion. Products replaced under the terms of any such warranty may be new, refurbished, or equivalent **Products** or **FRUs**. C-COM will make every reasonable effort to ship (as per the above shipping policy), the replacement product or **FRU** to the customer after receipt of defective product at the C-COM dealer or repair facility. Please contact your C-COM Authorized Dealer for service delivery times.

If a C-COM Product is found not to function according to specification within thirty (30) days from the shipment date of said Product from C-COM, it will be subject to the same terms and conditions as above. However, the product will be considered **DOA** (Dead On Arrival) for support purposes, and C-COM will provide expedited replacement of affected field replaceable units of an inoperative **Product**. A field replacement unit will be shipped from C-COM Satellite Systems manufacturing facilities within five (5) business days of C-COM's receipt and validation of Customer's notification of an inoperative unit. The customer will be invoiced by C-COM for the cost of the replacement unit(s) shipped in advance and any handling charges. The defective units must be returned within ten (10) days of the invoice date. Upon inspection by C-COM, if the defective units are subject to replacement according to C-COM's Standard Product Warranty, then a credit will be issued against the invoice sent for the cost of the replacement unit(s) to the customer.

C-COM License To Use Software Agreement and Software Warranty

Software ("**Software**") - including but not limited to software and firmware that C-COM has developed), copyrights, trademarks, or other Intellectual Property (collectively known as the "**IP**") forming part of the C-COM products purchased, remains the property of C-COM at all times and C-COM retains full rights to all of the **IP** it owns. This **IP** is not sold to the Customer and is owned in perpetuity by C-COM. C-COM grants to Customer a limited, single-user, non-transferable and non-exclusive **License to Use the Software** provided at time of product purchase in accordance with the documentation only, for use with one computer or system only. If the Software rights granted are restricted in time or application (such as, but not limited to, use with a security device, key, or code, whether tangible or intangible), then the license granted here is limited to use in strict conformance with any and all such restrictions. Customer is not authorized to make copies of the Software, except that one copy may be made for non-operational backup purposes. **IP** may not be copied, disclosed, rented, leased, sublicensed, modified, reverse engineered in any manner, made available on any network, or any one or more of the foregoing.

C-COM warrants that any media on which the Software is provided to be free from defects in materials and workmanship for ninety (90) days from delivery of the Software. C-COM also warrants that the Software will perform substantially in accordance with the Software Documentation for a period of 90 days from delivery of the Software, and during that period C-COM will provide maintenance for the Software as required to bring the Software into substantial conformity with the functional and operational specifications described in the Software Documentation. C-COM does not warrant or represent (a) that the functions contained in the Software will meet Customer's requirements or will operate in the combination selected by the Customer, (b) that the operation of the Software will be error free, or (c) that the operation of the Software will not be interrupted by reason of defect or by reason of fault on the part of anyone.

Under the terms of agreement of the **License to Use Software** granted above and by Purchase of the C-COM Product, Customer agrees that regardless of the form of any claim, C-COM's liability for any damages or loss to Customer or any other party shall not exceed the price of the C-COM Product purchased. In no event shall C-COM be responsible to Customer or any other party for any direct, indirect, or consequential damages or lost profits with respect to any liability, foreseen or unforeseeable, alleged to be caused by the C-COM product, even if C-COM has been advised of the possibility of such damages.

C-COM may make changes and improvements from time to time to its **IP** regarding the C-COM products. A **License to Use Software Updates (LTU)** for certain changes and improvements is available to Customers as part of an **Upgrade Warranty** during the standard warranty period. Customers, who wish to continue to receive **LTUs** beyond the standard warranty period, may purchase an **Extended Warranty** service. Product Enhancements and Upgrades may otherwise be provided for a Time and Materials fee, at the discretion of C-COM to Customers requesting a license to use C-COM product updates, enhancements, or purchase a license to use new product features.

This warranty is non transferable and intended solely for the benefit of the original owner. All claims hereunder shall be made by the C-COM Authorized Dealer on behalf of the Original Customer, or Original Customer, if purchased directly from C-COM, and will not be accepted from other third parties.

International Customers should allow for additional transit times due to any import/export requirements.

Note: C-COM is pleased to offer **Enhanced Warranty** products for customers requiring **Upgrade or Extended services** to the C-COM Products during the Warranty Period of product ownership. Standard Warranty terms can be optionally extended for an additional fee to cover warranty terms beyond initial Standard Warranty Period. These include **Software Updates, Advanced Exchange Service, and Extended Hardware Warranties** which may be purchased in addition to the C-COM Products Standard Warranty.

Please contact your C-COM dealer or www.c-comsat.com for **Enhanced Warranty** details and prices.

Rev 120530

APPENDIX B: ALL C-COM ENHANCED WARRANTY PRODUCTS**All C-COM Enhanced Warranty Products**

C-COM Enhanced Warranty products are available for customers requiring upgraded warranty services beyond the C-COM Products Standard Warranty during the first year of product ownership, or to both extend and/or upgrade the standard warranty term to year 2 or year 3 of product ownership. C-COM can offer customers the following optional warranty services.

Opt 1 iNetVu® Mobile Upgrade Response and Software Updates – during Standard Warranty period

Opt 1 iNetVu® Upgrade Warranty Product is designed to enhance the C-COM Products Standard Warranty with an Expedited Response for Customer Call Center Assistance, Expedited Shipment of Advance Exchange Products or Field Replaceable Units (FRUs), and License-to-Use Software Updates (LTU) for the iNetVu® Product Application, during the Standard Warranty period of product ownership by the original purchaser. This enhanced warranty product must be purchased at time of original iNetVu® product purchase from C-COM or prior to installation of the new iNetVu® product by the iNetVu® dealer, and is payable annually in advance. The C-COM Products Standard Warranty and C-COM Terms & Conditions of Sale form the basis for this Opt 1 iNetVu® Upgrade Warranty Product.

Opt 2 iNetVu® Mobile Response Center and Software Updates for Years 2 or 3

Opt 2 iNetVu Response Center + Software Updates – Year 2 or 3 is designed to provide Response Center for Customer assistance, and License-to-Use Software Updates for the iNetVu® Product Application during Years 2 or 3 of product ownership by the original purchaser. This enhanced warranty product must be purchased at time of original iNetVu® product purchase or prior to the expiration of the iNetVu® Standard Product Warranty, and is payable annually in advance. The C-COM Products Standard Warranty and C-COM Terms & Conditions of Sale form the basis for the opt 2 iNetVu® Response Center + Software Updates Product for Years 2 or 3, excluding iNetVu® Hardware Repair, which is subject to Time and Materials support with this option.

Opt 3 iNetVu® Mobile Upgrade/Extended Warranty Product for Year 2 or 3

Opt 3 iNetVu® Upgrade/Extended Hardware Warranty Product – Year 2 or Year 3 is designed to extend the terms of Hardware Warranty on C-COM Products to Second or Third Year of product ownership by the original purchaser. iNetVu® Hardware Warranty is available on a monthly payment basis through the Second and Third Years of product ownership. This enhanced warranty product must be purchased prior to the expiration of the C-COM Products Standard Warranty (Year 1) or Opt 3 (Year 2), is payable monthly in advance, and cannot lapse and be re-instated.

Rev 20100513

APPENDIX C: RECOMMENDED SPARE PARTS LIST - EXAMPLE

C-COM SATELLITE		Spare Part list of Elec. Component for 74cm/95cm/98cm/1.2 m/1.8 m					Date: 09- Apr-08
Item	Part No.	Description	QTY	Dealer price (USD)	Customer price (USD)	Lead time to C-COM (Ottawa)	Remarks
1	E0001	Polarization Motor	1	Call	Call	4 weeks	
2	E0002	Polarization Pot.	1	Call	Call	4 weeks	
3	E0003	Azimuth Pot.	1	Call	Call	4 weeks	
4	E0004	Azimuth Motor	1	Call	Call	45 days	
5	E0004X	Azimuth Motor 1.8 m	1	Call	Call	45 days	
6	E0005	Azimuth Limit switch	1	Call	Call	5 business days	
7	E0006C	Linear actuator 74/75/95/98cm	1	Call	Call	Call	
8	E0006M	Linear actuator 1.2 m	1	Call	Call	Call	
9	E0006X	Linear actuator 1.8 m	1	Call	Call	Call	
10	E0007	Compass	1	Call	Call	4 weeks	
11	E0008	Tilt sensor	1	Call	Call	Call	
12	C00010	Motor control cable 5000C 30ft. - 18 AWG	1	Call	Call	4 weeks	
13	C000109	Motor control cable 9000C 30ft. - 18 AWG	1	Call	Call	4 weeks	
14	C00011	Motor control cable 5000C 50ft. - 14 AWG	1	Call	Call	Call	Special order
15	C000119	Motor control cable 9000C 50ft. - 14 AWG	1	Call	Call	Call	Special order
16	C00012	Motor control cable 9000C 100ft. - 14 AWG	1	Call	Call	Call	Special order
17	C00020-AD	Sensor cable AMP 16 pin - DB26 30ft.	1	Call	Call	4 weeks	
18	C00020-ETM	Sensor cable AMP 28 pin - DB26 30ft.	1	Call	Call	4 weeks	
19	C00020-FS	Sensor cable AMP 28 pin - RJ 45 30ft.	1	Call	Call	4 weeks	
20	C00021	Sensor cable AMP 16 pin - DB26 50ft.	1	Call	Call	Call	Special order
21	C00022	Sensor cable AMP 16 pin - DB26 100ft.	1	Call	Call	Call	Special order
22	C00030	Coaxial set 30 ft.	1	Call	Call	4 weeks	
23	C00031	Coaxial set 50 ft.	1	Call	Call	4 weeks	
24	C00032	Coaxial set 100 ft.	1	Call	Call	4 weeks	

Item	Part No.	Description	QTY	Dealer price (USD)	Customer price (USD)	Lead time to C-COM (Ottawa)	Remarks
25	C0004	Controller DC PS Cable w fuse	1	Call	Call	4 weeks	
26	E0009	EL Down limit switch	1	Call	Call	4 weeks	
27	E00091	EL Up Limit switch	1	Call	Call	4 weeks	
28	E00092	EL Stow switch	1	Call	Call	4 weeks	
29	E0010	Magnet assy	1	Call	Call	Call	
30	E0011	GPS antenna	1	Call	Call	Call	
31	C5000B	C5000B/C controller	1	Call	Call	Call	
32	C9000	C9000 controller	1	Call	Call	Call	
33	C5000B-A	RJ45 to DB26 Converter for C5000B controller	1	Call	Call	Call	
34	MASA-P09	iNetVu [®] HandHeld controller 3000 Sensor cable AMP 16 pin - DB26 15ft. Motor control cable - 15ft.	1	Call	Call	Call	Requires 12 V battery
35	MASA-P08	Power supply 110/220V AC 12V DC	1	Call	Call	Call	

Note : Above mentioned electrical components are completed and / or assembled with required accessories such as connector, wire, heat shrink insulation.

All prices are subject to change without any notice.

Note: On any refurbish unit discount of 25% will be applied

APPENDIX D: RMA INFORMATION FOR THE CUSTOMER

C-COM RMA Procedure – Customer Information

General

C-COM Satellite Systems Inc. RMA Procedure applies to customers who are covered by the Standard Warranty or Enhanced Warranty Agreement.

Warranty covers the cost of parts and labor only and **does not include** handling, customs and brokerage costs associated with shipping of defective parts to C-COM's facilities.

Shipping Costs

USA and Canadian customers

Customer will pay for the shipping charges associated with the return of the defective part to C-COM's repair facility or designated service center. C-COM will pay for shipping of the repaired/replaced item back to the Customer's facility via **ground transit**.

This ground delivery service may take **5-7 business days** (depending on the customer's location). Extra fee will be applied for the express (air/overnight) service, should the Customer request this.

International customers

Customer will be responsible for the shipping and other associated costs to and from C-COM's facility.

Standard RMA Process

The Standard RMA Process offers a support solution in cases of hardware failure for any C-COM Satellite Systems product. This process is a part of C-COM Satellite Systems Tier 2 Support service.

1. RMA process will be authorized by C-COM technician after proper troubleshooting of defective part or assembly.
2. C-COM Customer Service Coordinator (Olga) will issue RMA# based on relevant C-COM Ticket#.
3. Customer will ship failed/defective part to C-COM with note specifying C-COM Ticket#, RMA# and detailed explanation of the problem and/or source of failure.
4. RMA# will be included with shipping documents and used for follow up purposes.
5. The failed/defective part will be inspected, repaired and tested at C-COM's facilities.
6. If the failed/defective part is not under warranty, a complete diagnostic and repair estimated cost will be presented to customer.

7. For un-repairable parts, a replacement part will be provided.
8. Replacement Part(s) will be ready for shipment by the next **business day after the date of defective part(s) arrival** at C-COM's facilities under the Standard RMA Process.
9. Customer will provide detailed shipping information for repaired item, including contact name, address and telephone number.

Advanced Replacement Process

This service is available for **C-COM manufactured items only**.

For third party manufactured equipment including satellite modems, LNBS, BUCs, BUC power supplies, special cables, outdoor antenna components and any other **non C-COM manufactured items Standard RMA process will be applied**.

The replacement part is sent from C-COM to the customer prior to receiving and repairing the failed/defective part from the Customer.

In order to ensure that the failed/defective part will be sent back to C-COM within a reasonable period of time, a security deposit will be required from the Customer. Following receipt by C-COM of the failed/defective part, the Customer will be credited back for the security deposit.

Note: The defective part received by C-COM should be in reasonably good conditions (normal tear and wear is allowed). If the product was subject to damage, abuse, misuse, etc., customer will be charged for the difference in price between the new and used part.

Security Deposit Information:

- **All Dealers and Customers**

A Credit Card Authorization Form is required of all dealers/customers for the full cost of the RMA Part(s).

Note: No charge or fee will be submitted, if the defective part will be return to C-COM on time.

Shipping and brokerage if applicable must be paid in advance of shipment.

Failure to return the failed/defective part to C-COM within 15 business days of the RMA Part(s) being shipped from C-COM to the dealer/customer, will result in the dealer/customer being charged the full cost of the RMA Part(s)

Customers with declined credit card transactions will have their service locked and sent to collection if applicable.

- **Dealers and Customers with active account**

Standard Purchase Order (PO) Terms and Conditions can be considered as a security deposit. Formal approval from C-COM Accounting Department will be required for this case.

Shipping and brokerage, if applicable, will be paid by dealer/customer.

The following describes the Advanced Replacement Procedure:

1. RMA process will be authorized by C-COM technician after proper troubleshooting of defective part or assembly.
2. C-COM Customer Service Coordinator (Olga) will issue RMA# based on relevant C-COM Ticket#.
3. C-COM Customer Coordinator will contact Customer and present him Security Deposit options, cost of the express service (if requested) and expected time of delivery.
4. Shipping Form and Security Deposit Authorization Form will be sent to the Customer.
5. After receiving the completed forms from the Customer, the C-COM Customer Coordinator will contact the Customer for shipping details.
6. Replacement RMA Part(s) will be shipped after **all associated forms and shipping details have been finalized** with the customer.
7. Shipping Tracking # will be provided to Customer by the C-COM Customer Coordinator once the replacement part has shipped to the customer.
8. When the failed/defective part is received from the customer at C-COM's facilities and the inspection procedure is completed, the C-COM Accounting Coordinator will contact the Customer to cancel the security deposit warrant.

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APPENDIX E: CONTACT INFORMATION

Web site: www.c-comsat.com

Tier 1

Please check with local Dealers and Resellers

Tier 2

E-mail: support@c-comsat.com

Hours of Operation:

Days	Service Hours (EST) Eastern Standard Time	Contact Telephone No.
Standard service Monday - Friday	8:30 – 18:00	Toll-Free: +1-800-233-0218 (North America) +1-877-463-8886 (North America) +1-613-745-4110 +1-613-656-3723
Emergency service Monday - Friday	18:00 – 21:00	+1-800-233-0218 (North America) +1-613-656-3723 Extra charge will apply
Emergency service Saturday, Sunday and Canadian Holidays	8:30 – 21:00	+1-800-233-0218 (North America) +1-613-656-3723 Extra charge will apply

APPENDIX F: DEALERS/RESELLERS Responsibilities

1. TIER 1 – Telephone & Online Support.
2. Repair/RMA service.
3. Install base management.
4. Educational services.
5. Documentation.