

KEMP EMEA: Summary of Terms of Support 12/2012

While KEMP's LoadMaster™ product line represents a highly robust and mature technology by itself, KEMP's Support offerings are an essential, value-adding component of our brand. This document is a summary of the scope of these offerings, and describes how to attain the Service Level Agreement (SLA) that works best for you. For a copy of the full *Terms of Support Services* please contact your reseller or KEMP EMEA representative.

Scope of Service

Customers worldwide can avail of two levels of unlimited telephone and email support, summarised below.

BASIC support

- 10 x 5 telephone and email support, Monday through Friday between the hours of 08:00 and 18:00 local time, business days.
- Hardware replacement¹ is fulfilled within two (2) weeks of KEMP receiving the suspect unit.

PREMIUM support

- 24 x 7 telephone and email support.
- Hardware replacement¹ in advance. From point of diagnosis, a replacement unit will ship the next business day.

KEMP Support services are limited to correcting issues with KEMP LoadMaster hardware and software Products. It does not provide for KEMP support staff acting as a consulting resource to configure, or diagnose problems in, any other part of the Customer's network.

Self-Help User support includes the KEMP forums where detailed resolution information may be found: <http://forums.kemptechnologies.com/index.php>.

Contacting KEMP Support

E-mail: emeasupport@kemptechnologies.com

Premium Support Telephone: +353 61 260 112

Basic Support Telephone: +353 61 260 101

KEMP's Obligations

The following KEMP obligations require the Customer to have active and paid Support.

- KEMP will provide unlimited telephone and email support for any Product covered by these Terms. Such support will consist of responding to trouble calls as reasonably required to make the Product perform as described in the current Product specifications. Customer will receive Basic or Premium service as purchased.

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- Customer is entitled, at no additional charge, to updated versions of covered software such as bug fixes, and incremental enhancements as designated by minor software update increases. Customer may receive special pricing on upgraded versions of covered Products such as major feature enhancements.

Hardware Replacement¹

- Customer will return the failed Product or component to KEMP under the Return Material Authorization (RMA) number issued by KEMP - using a KEMP designated carrier - at no charge to Customer.
- KEMP may invoice Customer for any failed Products or components that are further damaged by the Customer.
- Title to any returned Products or components will transfer to KEMP upon receipt.
- Only packages with RMA numbers written on the outside of the shipping carton and/or the packing slips and shipping paperwork will be accepted by KEMP's receiving department.

Multiple LoadMaster Support Consolidation

If you wish to:

- (a) Turn an existing LoadMaster into a high availability pair by purchasing a second unit, or
- (b) Synchronize multiple LoadMaster support contracts to a common renewal date (in order to avoid administrative overhead),

please contact your Reseller or KEMP EMEA representative in order to receive a custom quotation.

HA-related topics can only be covered by Support where both LoadMasters in the HA pair have valid Support contracts..

Support Contract Extension and Re-Activation

All LoadMaster hardware & software comes with one year of full BASIC support.

Support contract extensions can be purchased along with the LoadMaster hardware or software, as well as later on.

Support extensions have to start from the day after expiration, even if purchased retroactively.

Support can only be granted to customers who have an active support contract. Please be aware that re-activating an expired support contract requires receipt of payment, which may take multiple days.

Additional Services

KEMP is committed to support their customers with all the service required. For services not covered by support contract, such as:

- On-Site or Remote Installation Services
- On-Site Training

please contact your Reseller or KEMP EMEA representative to receive an offer.

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