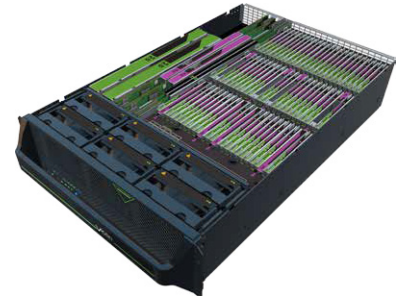


## Support Services Overview

Keeper Technology is an authorized support provider offering Violin customers a variety of support programs to give them the help they need — when they need it most. All hardware is covered for three years from purchase as part of a standard warranty. Software is covered under warranty for the first 90 days. Keeper Technology offers three levels of support services as well as training and professional services to help you manage, optimize, and get the most out of your Violin Services solutions. The following is an overview of our offerings.



	Warranty	Bronze	Silver	Gold
<b>Core</b>				
<ul style="list-style-type: none"> <li>• SW maintenance releases</li> <li>• Major/minor upgrades</li> <li>• Features that require separate SW licenses are not included</li> </ul>	90 days	Included	Included	Included
Hardware	3 years	Included	Included	Included
Documentation	Included	Included	Included	Included
Tech Support	9 – 5 Local Time	Included	Included	Included
Replacement Hardware Delivery	Return to factory	Ship from regional hub	NBD for select locations	4 hours
Certified Field Tech	No	No	Included	Included
Call Home	Included	Included	Included	Included
<b>Add-On Services</b>				
Training	Available for purchase	Available for purchase	Available for purchase	Available for purchase
Media Retention	Available for purchase	Available for purchase	Available for purchase	Available for purchase