



4RF Limited Introduction and T&C
Service level agreements



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1 Overview

1.1 Introduction

All 4RF customers automatically have Bronze level access to the range of services provided by 4RF as defined by the associated terms and conditions and price list. Our service level agreements ensure customers receive additional and preferential service. The individual agreements include additional services, escalation procedures, improved response times, and reduced service charges. There are three levels of agreement over and above the standard Bronze level: Silver, Gold and Platinum.

1.2 Definitions

| Term | Meaning |
|------------------------|---|
| 'We' or 'Our' or '4RF' | 4RF Limited |
| 'You' or 'Customer' | Who 4RF is providing the 4Support service to |
| 'agreement' or 'SLA' | The customer-specific service level agreement |

2 Terms

2.1 4RF Service level agreement

Your specific service terms and conditions are defined in a service level agreement. This agreement is to be read in conjunction with our standard terms and conditions for individual services.

The agreement identifies the following:

- Differences to the standard terms and conditions for each service type
- Additional services or response levels
- Escalation procedures
- Customer specific pricing

If your service level agreement and our standard terms and conditions for services differ, the service level agreement takes precedence.

2.2 Customer reference number

Each agreement has a customer specific reference number. You must quote this reference number each time you request a service. This will ensure you receive the agreed levels of service contained within the agreement.

Failure to quote the reference number may result in charges being applied as identified in our standard service price lists.

2.3 Customer-specific price lists

A key component of 4RF service level agreements is reduced prices for services. Agreements include customer-specific price lists for each type of service.

2.4 Duration of service level agreement

The minimum period for an agreement is three years. Either party may ask to end an agreement at any time after three years. If the agreement is cancelled 4RF may issue a credit note for the remainder of the existing year's charge, at its sole discretion.

2.5 Partnership levels

The key benefits for each type of agreement are shown below. These are indicative as each customer may have different specific inclusions, exclusions, or additions. Individual agreements will detail specific contents. Platinum level is for customers that want the highest and most responsive level of support; requirements are specifically tailored to the customer's needs and expectations.

| | Bronze | Silver | Gold | Platinum |
|---|---|--|--|--|
| Price of services (excluding expenses) | Listed in Service price list (SPL) | 40% discount on SPL | 45% discount on SPL | 50% discount on SPL |
| Response time for technical requests | 48 hours | 24 hours | 12 hours | 12 hours |
| Escalation procedures | Nil | Predefined | Predefined | Predefined |
| Availability of a Service Engineer for on-site assistance | 20 days for standard requests; 5 days for urgent requests | For urgent requests, engineer dispatched within 72 hours | For urgent requests, engineer dispatched within 48 hours | For urgent requests, engineer dispatched within 48 hours |
| Repair and return turnaround time | 30 days | 20 days | 10 days | 5 days |
| In-office technical support | Charges apply (listed in SPL) | Reduced charges (approx 50%) | Free | Free |
| Standard advance replacement service | Charges apply (listed in SPL) | Free | Free | Free |
| Access to 24/7 phone number for technical support | Nil | Charges apply | Free | Free |

2.6 Pricing and payment

4RF service level agreements are charged annually in advance. Equipment covered by the agreement is listed on the equipment schedule that forms part of the agreement. The charge is based on a percentage of the list price of the equipment covered by the agreement, with a minimum set price. The charges in the Service Level Agreement Price List are typical. The charges can vary based on customer specific inclusions or exclusions. Individual agreements will specify the applicable charge. An agreement typically begins when you purchase the equipment, but can be taken out at any time before the 4RF warranty expires.

Payment is net 30 days unless specified otherwise. If payment is late, we may limit services or conditions defined under the agreement until we receive payment. Price is set by 4RF and subject to change without prior notice.

About 4RF



Operating in more than 130 countries, 4RF solutions are deployed by oil and gas companies, international aid organisations, public safety, military and security organisations, transport companies and utilities, broadcasters, enterprises and telecommunications operators. All 4RF products are optimised for performance in harsh climates and difficult terrain, and support legacy analogue, serial data, PDH and IP applications.



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