REDCOM SIGMA® SVG-1200 MAINTENANCE & SUPPORT PROGRAM

Unlimited 24/7 technical support

Our team of support engineers are always available to answer questions and resolve issues quickly.

Unlimited software upgrades

Get free software upgrades along with access to security patches and defect resolutions.

Extended hardware warranty

Provides peace of mind by protecting the SVG-1200 hardware for up to five years.

The REDCOM Sigma SVG-1200 Maintenance & Support Program protects your investment with an extended warranty on the SVG hardware, free software upgrades for the life of the agreement, and 24/7 technical support. The annual price of the SVG-1200 support is $45,000.

The REDCOM Sigma SVG-1200 Maintenance & Support Program is included in the first year of product ownership. All Sigma SVG-1200 customers are automatically enrolled in the program for a minimum of a one-year term at the time of purchase. Customers may extend the terms of this program by renewing the agreement before the existing term expires.

Product training

Each purchase of this program includes access for up to five individuals to a comprehensive three-day training session held virtually or on-site at REDCOM's headquarters. This benefit can be used annually. Please contact REDCOM for further details and specific dates for training sessions.

Software upgrades

Under the REDCOM Sigma SVG-1200 Software Maintenance & Support Program, REDCOM is guaranteeing at least one major software release every year. The only exception are JITC-certified Sigma releases, which may not be issued on an annual basis.

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Hardware warranty

This Program provides a full hardware warranty for the life of the plan (up to five years). Should a hardware failure occur, REDCOM will promptly repair or replace any defective parts. This might include the replacement of a failed component or an entirely new or refurbished unit, at the discretion of REDCOM. After five years, customers can use the standard RMA process for hardware issues.

24/7 technical support

Under this program you will receive unlimited technical support on issues specific to REDCOM equipment. Customers can request support by contacting our Customer Service team during normal business hours (M–F, 8:00–5:00 Eastern Time) by calling 585-924-6500 or by emailing service@redcom.com. Outside of normal business hours, requests for services may be made by calling 585-262-3659.

In either case, you will be interacting directly with our Tier II support engineers and specialists — no IVR circles or foreign call centers. REDCOM will use commercially reasonable efforts in the performance of technical support. Our time targets for responding to requests for support are one hour for service-affecting issues and one business day for all other issues.

Services under this program do not include the support of hardware or software not purchased from REDCOM or an authorized reseller, network issues, or issues with other vendors' products. REDCOM also expects that your technicians will be properly trained on REDCOM equipment before engaging with our tech support team. Other terms and conditions apply. Contact REDCOM for complete details.

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ONE REDCOM CENTER, VICTOR, NY 14564, USA | 585.924.7550 | WWW.REDCOM.COM | SALES@REDCOM.COM

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