rXg Operator Support Agreement

Each and every standalone rXg, rXg cluster node and rXg cluster controller, whether turnkey or software-only, procured directly from RG Nets, requires the purchase of a minimum one year Basic or Enhanced Operator Support Agreement (OSA). Having a valid and active OSA entitles certified network Operators to support services for the product during the coverage period. OSA services are individually defined in the RG Nets Price List by product model for a one year period commencing with a product's OSA activation date. Second and subsequent year OSAs are not required, however are highly recommended as continuous product improvement are available only to holders of active OSAs. Products not specifically covered by an OSA cannot participate in the Trouble Ticket System, receive revision updates, or request help desk access for issues isolated to the specific product.

Operator Support Agreement Activation

Activation is effective upon receipt of an approved Purchase Order for the product's OSA. The OSA is valid from the activation date for one calendar year. Activation is initiated through the RG Nets CRM system by RG Nets operations.

Asset Records

Each product purchased by a specific Operator is recorded in the RG Nets CRM system in the form of an Asset Record. Asset Records contain information pertaining to the product and the OSA status of the product. The Assets that have an active OSA will have a *Status of In Service* and a *Date in Service* that will be some time in the future (the expiration date of the OSA). A list of all Assets are available for viewing and actionable to the Operator through the RG Nets license portal available at https://licenses.rgnets.com.

Operator Support Agreement Renewal

OSAs are renewable on an annual basis commencing with the expiration date of the existing agreement. Renewed service is activated once a Purchase Order for the renewal coverage period is received and accepted. An OSA expires when a renewal Purchase Order is not received prior to its expiration date. If an expired OSA is renewed at a later date, a restart fee will be charged in addition to the normal fees.

Operator Support Agreement Transfers

OSAs are non-transferable to other products, individuals, or companies without prior written authorization from RG Nets.

Operator Certification

Each and every operator must have certified personnel in order to take part in the RG Nets support ecosystem. Operators are expected to maintain current certifications with the RG Nets product lines that they sell and install.

The process to acquire and maintain certifications evolves with the RG Nets product lines and available training materials. As of 15-SEP-2018, basic foundation certifications require a written exam whereas trainer certifications require written and practical exams as well as demonstrations of training acumen in a live setting.

The RG Nets Certification Portal allows everybody to keep track of operator personnel who have been granted certifications. The Certification Portal is a publicly accessible website that may be accessed by anybody at any time for verification of certifications at the URL https://certified.rgnets.com

Trouble Ticket System Access

Certified Operators with active OSAs have access to the Trouble Ticket system. The Trouble Ticket system is available 7 x 24 and is monitored by RG Nets support personnel. Trouble Tickets are submitted by authorized Operator personnel and will contain periodic updates on the Trouble Ticket resolution status.

Trouble Tickets are responded to in order of severity. Products experiencing downtime or significant service interruption are responded to within 4 hours, where all others are responded to within 1 business day of the receipt of the Trouble Ticket.

Trouble Tickets must contain the following information in order to elicit a response from RG Nets support personnel:

- Asset Number
- rXg WAN public IP address or domain name
- A clear and concise statement of the problem

Whenever possible it is important to have upgraded the product in question to the current software revision prior to opening a Trouble Ticket.

Operator Credentials

Certified Operators access the Trouble Ticket system through the RG Nets. support portal available at https://support.rgnets.com. Upon service activation each Operator, for each product with an active OSA, will designate two primary support contacts. Trouble Tickets

and other inquiries to the RG Nets support system may be initiated only by authorized Operator personnel who hold an appropriate type and level of certification. The list of all Operator certifications, present as well as expired, is available through the RG Nets certification portal at https://certified.rgnets.com.

Each assigned Operator will receive a unique support credential that will enable her to open or close Trouble Tickets with RG Nets for products under an active OSA. The assignee may utilize the Trouble Ticket system to monitor problem resolution or review Trouble Ticket history on a specific covered product.

Product Identifier

Each product covered by a support agreement has its own Individual Unique Identifier (IUI). This identifier is recorded in the products Asset Record in the RG Nets CRM system, which in turn is utilized as part of Trouble Ticket creation, tracking, closing, and incident history procedures.

License Transfers

Each product has a software license tied specifically to an IUI. Attempting to modify the underlying host or transferring the software license to another host will be prevented by the IUI. If the underlying host is rendered inoperable, certified Operators may request a license transfer to receive a replacement software license. This transaction is initiated through the Trouble Ticket system and requires a Purchase Order with the product Asset Number, and IUI from both the original and new product. Proof of inoperability of the original host may be required to make the license transfer permanent.

Professional Services

Certified Operators with active OSAs may submit Trouble Tickets requesting Professional Service support.

Feature Requests

OSA holders may submit Trouble Tickets requesting additional features or functionality be added to the rXg general release software. Trouble Tickets of this nature may be responded to with a description and timing of the modification to a future rXg software release containing the requested functionality. If the feature requested is not scheduled for a future release the Operator may wish to request a quote for the feature to be added within their desired timeframe and expense. These Trouble Tickets will be referred to the designated RG Nets account manager. There is a non-discounted fee for preparing a formal Statement of Work.

Additional Professional Services

RG Nets provides a number of additional Professional Services that are defined in the RG

Nets Pricelist.

Basic Turnkey Operator Support Agreement

Each turnkey product covered by an active Basic OSA is entitled to the following service from RG Nets, during the specified OSA coverage period.

Procedural assistance - Help desk

Certified Operators with Enhanced OSAs may request procedural clarification in configuring product or modifying settings to improve, add, or delete functions through the Trouble Ticket system.

System or component defect repair

If an OSA covered product ceases to function or operate according to manufacturer specification due to a system or component failure, RG Nets will provide a Return Material Authorization (RMA) for the system or component through the Trouble Ticket system. The RMA will contain shipping and packaging instructions for return of the system or component to the nearest RG Nets repair center. Repair center personnel will ascertain the cause of the failure upon receipt of the RMA.

If, upon repair center inspection, the system or component defect is found to be of no fault of the Operator, all costs associated with the repair or replacement required to restore the system or component to its original operating state will be covered by RG Nets. RG Nets will endeavor to repair or replace a defective system or component within three business days of receipt of the RMA. The repaired or replaced system or component will be returned via standard freight at no cost to the Operator.

Defective system or component due to Operator abuse, neglect, improper installation or site preparation

If, upon repair center inspection, the system or component defect is determined to be due to Operator abuse, neglect, improper installation or site preparation of the product or component part, the Operator will be notified and, through Operator instruction, the product or component may be replaced or repaired at the Operator's expense. The Operator will be charged for time and materials expended to diagnose the cause of the failure or defect. The Operator will also be responsible for any and all expenses incurred to replace or repair the defective system or component. Defective equipment will not be returned to the Operator.

rXg revision upgrades

RG Nets periodically makes software revision updates available to certified Operators with active OSAs. The updates may contain product modifications, bug fixes, new features or feature enhancements. Assets with expired OSAs may not be updated or modified in any

manner.

Suspected bug reports

Certified Operators experiencing issues with product performance or behavior not defined in the product's manual or datasheet may submit a bug report through the Trouble Ticket system. These reports will be investigated and results reported back to the Operator via the Trouble Ticket. When submitting a bug report, the Operator must provide a list of steps to replicate the issue.

Enhanced Turnkey Operator Support Agreement

Any turnkey product covered by an active Enhanced OSA is entitled to advanced replacement of a defective system or component, prior to returning the repaired system or component under the normal RMA procedure. RG Nets may authorize shipping to the Operator a replacement system or component with similar capacity and function for temporary use while the suspect system or component is returned. The advanced replacement will be shipped within 24 hours of approval by RG Nets. The Operator must return the defective product to RG Nets within 24 hours of receipt of the advanced replacement.

Software-only Basic Operator Support Agreement

Certified Operators purchasing a Software-only product must also purchase a first-year basic support agreement. Each software product covered by an active OSA is entitled to the following services from the Basic Turnkey Operator Support Agreement.

- **Procedural assistance - Help desk**
- **rXg revision upgrades**
- **Suspected bug reports**