

## SERVICE DESCRIPTION

### Advanced Hardware Replacement Next Business Day Delivery (UK Only) SBC1000 & SBC2000 (excludes SBA/CCE/ASM role)

#### SERVICE FEATURES

<b>Summary</b>	<p><b>Advanced Hardware Replacement delivered by Next Business Day (UK Only)</b> (referred to within this document as AHR-NBD)</p> <p>Techland's 'Advanced Hardware Replacement delivered by Next Business Day' Service (AHR-NBD), provides an overlay to existing/standard 'next business day shipping' SLA for replacement of faulty SBC1000/2000 hardware (<b>excludes SBA/CCE/ASM role</b>).</p> <p>Techland's <i>AHR-NBD</i> Service will reduce customers' wait time to receive replacement hardware shipped from Ribbon's international replacement hubs (as a result of customs clearance/procedures, etc.), offering customers improved <i>service continuity</i> with an 'interim SBC' delivered next business day. (Ribbon will continue to ship the permanent replacement in accordance with existing SLA in parallel, to arrive several days later, at which point Techland will retrieve the 'Interim SBC/RMA' unit.)</p> <p>Upon receipt of purchase order, activation of Service may take up to forty-five (45) days to complete.</p> <p><b>Requirements:</b></p> <p>Service requires a one-year commitment which will be billed annually in advance. At the end of the initial one-year commitment, service may be renewed annually.</p> <p>Separate purchase of <i>Techland Priority Care Advanced Support</i> service is required during term of 'Advanced Hardware Replacement delivered by Next Business Day' Service (AHR-NBD)</p> <p>Only 'Non-ASM' models of SBC1000 &amp; SBC2000 are supplied as part of the Service. 'Interim SBC/RMA' units will not ship inclusive of either 'SBA' ASM modules (Survivable Branch Appliance integral server), nor 'CCE' ASM modules (Cloud Connector Edition' integral server), albeit Non-ASM units still provide full SBC functionality upto the required SBC specification.</p>
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#### SERVICE TERMS

<b>General</b>	Subject to the Customer's payment of the applicable service fee, Techland will provide Customer with the Service described herein.
	The purchase and delivery of this Service is subject to Techland's standard Supply of Good and Services Terms, or if otherwise applicable, the existing customer purchase agreement between the parties.

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	<p>Service tied to specific SBC and site address to be confirmed to Techland prior to order-acceptance. (Techland may withhold service if not made aware of any relevant site changes)</p> <p>Techland's Interim SBC/RMA must be re-packaged in original box (in undamaged/reusable condition) ready for collection within 3 business days of Ribbon's RMA arriving on site. After 3 business days, daily rental fees become due for each calendar day lapsed.</p>
<b>Availability</b>	<p>Service launch: 1st October, 2020 subject to initial take-up. (Techland reserve the right to retract service offering until this date)</p> <p>Service availability is UK mainland only. Approval must be gained for site location prior to purchasing and must be confirmed at time of service renewal.</p> <p>To confirm availability of the Service for a specific UK mainland geographical location, the Customer/Partner ordering the Service must provide the following information to <a href="mailto:sales@techland.co.uk">sales@techland.co.uk</a></p> <ul style="list-style-type: none"> <li>• Customer company name &amp; contact information</li> <li>• Site Address for service delivery location</li> <li>• Target serial number of host device if already purchased</li> </ul>
<b>Activation</b>	<p>For Activation of the Service, confirmation of the following is required: (i) receipt of information required to confirm service availability, (ii) verification of Service Availability for the specific location, (iii) separate purchase of required Support service, and (iv) receipt of the relevant Purchase Order. Activation of the Service may take up to forty-five (45) days to complete.</p>
<b>Business Day</b>	9 AM to 5 PM Monday thru Friday excluding National Holidays and Weekends (UK Time/GMT).
<b>Interim SBC / Interim RMA</b>	The temporary <i>loan</i> SBC hardware unit Techland ships and delivers to End Customer location, whilst the Permanent RMA End Customer-owned replacement unit is still in transit
<b>End Customer</b>	The party who is the recipient of the Service and has the defective part (failed SBC1000/SBC2000) physically located within their premises requiring the new/interim replacement part/hardware
<b>Initial Service Term</b>	Service requires an initial commitment of one year
<b>Invoicing &amp; Payment</b>	<ul style="list-style-type: none"> <li>• Partner will be invoiced annually in advance from start date of service or renewal.</li> <li>• Payment is due (30) days from the invoice date (or otherwise, in accordance with customer's applicable purchase agreement).</li> <li>• Service is non-cancellable and non-refundable.</li> </ul>
<b>Ordering Party / Customer/ Partner</b>	The party who places the relevant purchase order with Techland
<b>Permanent RMA</b>	The replacement unit provided to the End Customer that permanently stays on End Customer's site (supplied as part of the underlying Techland Priority Care Advanced Support service)
<b>Return Process for Interim SBC/RMA</b>	<p>Techland will manage the collection of the Interim SBC/RMA</p> <ul style="list-style-type: none"> <li>• Techland will contact Endcustomer to arrange collection of Interim SBC/RMA</li> <li>• Interim SBC/RMA will be collected within 3 business days after the Permanent RMA has been delivered (beyond 3 days incurs rental fees)</li> <li>• Interim SBC/RMA must be re-packaged and returned in <i>original arrival</i> packaging. (If original packaging is damaged, suitable protective inner and outer packaging must be used to ensure safe/undamaged return)</li> <li>• Techland will supply Endcustomer with shipping label to affix onto packaging (over old/used shipping label)</li> <li>• Techland will confirm courier collection date and approximate collection time</li> <li>• Endcustomer will provide Techland's courier with building access to facilitate collection</li> </ul>

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	<ul style="list-style-type: none"> <li>End customer is responsible for temporary <i>loan</i> SBC until courier collection occurs and Techland receive confirmation notification of collection from courier. Please therefore ensure SBC is securely transferred to courier, i.e. is not left unattended</li> </ul>
<b>Renewal Service Term</b>	At the end of the initial one-year commitment, service may be renewed annually.
<b>Penalty Fees</b>	<p>Penalty Fees will be incurred, chargeable to the End Customer passed through the transactional Partner should End Customer fail to meet the following <b>Service conditions</b>:</p> <ol style="list-style-type: none"> <li>'Interim SBC/RMA' loaned by Techland should remain undamaged and in useable condition, to be confirmed once unit arrives back with Techland following customer-use.               <ol style="list-style-type: none"> <li>Damage caused to 'interim SBC/RMA' whilst in physical possession by End Customer at physical site location will incur a Repair Fee, up to the full purchase price of the Interim SBC/RMA unit.</li> <li>Damage caused to 'interim SBC/RMA' due to improper return will incur a Repair Fee, up to the full purchase price of the Interim SBC/RMA unit.</li> <li>'Interim SBC/RMA' must be re-packaged and returned in original box. If original packaging is damaged, suitable protective inner and outer packaging must be used to ensure safe/undamaged return</li> </ol> </li> <li>Interim SBC/RMA must be re-packaged (in undamaged/reusable condition) <b>ready for collection within 3 business days of Ribbon's permanent RMA arriving on site.</b> After 3 business days, daily rental fees become due at £75.00(+VAT) for each calendar day lapsed.</li> <li>Lost, stolen or misplaced units: In the event that any loan 'Interim SBC/RMA' unit is lost, stolen or misplaced, End Customer may be billed to Techland's cost-price value of 'Interim SBC/RMA' unit.</li> </ol>
<b>Service Coverage</b>	RMA necessity must be confirmed by Techland Support team prior to 15:00 (Mon. -Fri.) in order to ship Interim SBC/RMA on Next Business Day Delivery service. In cases of confirmed RMA-requirement on weekends/bank holidays, 'Interim SBC' will be shipped first available business day, for arrival Next Business Day
<b>SKUs</b>	AHR-NBD-SBC2K (SBC2000 Service) AHR-NBD-SBC1K (SBC1000 Service)

SERVICE RESPONSIBILITIES OF ENDCUSTOMER AND/OR PARTNER	
•	Report detected equipment failures and provide relevant information requested by Techland or its authorised service provider as necessary to provide the service.
•	Provide adequate building, space, circuitry, and power in accordance with the standards established by Equipment Manufacturer for proper installation and operation of the equipment.
•	Ensure that all customer electronic files are adequately duplicated and documented at all times.
•	Perform SBC configuration <i>Back Up</i> process &/or SBC <i>Restore</i> Processes of both Interim SBC/RMA unit and permanent replacement SBC unit
•	Pay due care and attention to, and protect 'Interim SBC/RMA' against any damage, in order to avoid the occurrence of any penalty fees
•	End Customer to liaise with Techland to ensure smooth running of Service and to assist Techland with arranging the collection of 'Interim SBC/RMA' loaned to provide the Service

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	<ul style="list-style-type: none"> <li>Techland will contact Endcustomer to arrange collection of Interim SBC/RMA</li> <li>Interim SBC/RMA will be prepared by End Customer for collection within 3 business days after the Permanent RMA has been delivered (beyond 3 days incurs rental fees)</li> <li>Interim SBC/RMA must be re-packaged by End Customer and returned in <i>original arrival</i> packaging. (If original packaging is damaged, suitable protective inner and outer packaging must be used to ensure safe/undamaged return)</li> <li>Endcustomer to affix shipping label onto packaging over old/used shipping labels, at Techland's request</li> <li>Techland will confirm courier collection date and approximate collection time</li> <li>Endcustomer will provide Techland's courier with building access to facilitate collection</li> <li>End customer is responsible for temporary <i>loan</i> SBC until courier collection occurs and Techland receive confirmation notification of collection from courier. Please therefore ensure SBC is securely transferred to courier, i.e. is not left unattended</li> </ul>
•	Insurances – whilst in possession of 'Interim SBC/RMA' unit, End Customer is responsible of unit's safe keeping including availability of their relevant insurances to protect against damage, loss or theft whilst unit is within End Customer's possession.
•	Lost, stolen or misplaced units: In the event that any loan 'Interim SBC/RMA' unit is lost, stolen or misplaced by End Customer, an invoice will be raised to cover the cost of the misplaced 'Interim SBC/RMA' unit
•	Notify Techland of any moves, additions and changes of any hardware/licensing additions to original contracted hardware, and/or any physical movement of original contracted hardware i.e physical site re-location of equipment which may impact Techland's ability to provide the Service. Any changes made by End Customer would need to be acknowledged and accepted by Techland, to ensure continuation or cancellation of the Service
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<b>SERVICE LIMITATIONS AND EXCLUSIONS</b>	
•	To be eligible for 'Advanced Hardware Replacement delivered by Next Business Day' Service (AHR-NBD), the End Customer's hardware and software must be covered under an existing Techland Support contract that includes next day shipping of hardware replacement (e.g. <i>Advanced 9x5 or 24x7 Priority Care Support</i> ). The 'Advanced Hardware Replacement delivered by Next Business Day' is an optional 'for fee' supplemental service to existing Support customers and the term of this Service should become co- terminus with the Support Service term.
•	Neither Techland nor its authorised service provider will be responsible or liable for any loss of data or files.
•	Techland or its authorised service provider shall perform the service activities per standard Techland method and procedures. The development of custom methods and procedures is outside the scope of this service.
•	Service is subject to where locally available by region and within proximate distance from a local Techland dispatch location. Techland shall not be liable for any delays or non-performance due to reasons beyond Techlands' reasonable control.
•	Techland is not responsible for Back Up Configuration Process &/or SBC Restore Processes of either Interim SBC/RMA unit and/or End Customer's Permanent SBC unit
•	Only 'Non-ASM' models of SBC1000 & SBC2000 are supplied as part of the Service. 'Interim SBC' units will not ship inclusive of either 'SBA' ASM modules (Survivable Branch Appliance integral server), nor 'CCE' ASM modules (Cloud Connector Edition' integral server)

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	If Endcustomer has physically changed the original hardware specification (i.e. added hardware, added licences) or physically re-located the original contracted hardware/equipment without informing Techland, nor receiving prior written acknowledgment from Techland accepting the amendments ( i.e. Techland confirming Endcustomer changes are still within Techland's capability to deliver the Service e.g. new site location is within delivery geographical catchment, and or, new hardware/license configuration is still within functional capacity of 'Interim SBC/RMA') the End Customer waives their ability to request the Service, and accepts Techland is not obligated to provide the Service.
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## Ordering Information

For more information on Techland Products and Services or to order Support Service, visit the following Web site:

<https://www.techland.co.uk/>

## Terms and Conditions of Sale

Techland Systems International Limited ("Techland") is the selling entity for the sale of Support Services under this service description. The sale of Support Services is subject to the Techland Standard standard Supply of Good and Services Terms located at <https://www.techland.co.uk/company/terms-of-business/terms-of-services/> or if applicable the existing Customer purchase agreement between the parties. This Service Description is subject to change without notice. For more information on Techland Products and Services or to order Support Service, visit the following Web site: <https://www.techland.co.uk/>