



## NovelSat Service and Support Packages

NovelSat provides maintenance and support for NovelSat products in accordance with the terms and conditions of each customer's Support Plan. NovelSat offers three levels of support, Factory, Silver and Gold.

Each plan is based on availability of support personnel, response time and various services included in the plan. The table below offers a brief overview of the available plans.

### [Over the Air \(OTA\) Service and Upgrades](#)

Without compromising transmission quality, use your existing satellite bandwidth to get feature upgrades and software updates, send configuration files and logs and allow support staff to make repairs remotely.

Your NovelSat Support Plan includes the following services at various levels depending upon the type of package you choose.

### [Coverage Hours](#)

When your business has unusual working hours, or round-the-clock demand, 24/7 access to NovelSat Support staff can be critical. For many businesses, daytime working hours are sufficient.

### [Purchasing](#)

Upon purchase of your NovelSat products, standard support services kick in automatically for the first year. After that, the package that

you choose to meet your support needs start immediately upon renewal.

### [Response Time](#)

The NovelSat Support will always do its best to help you as efficiently as possible. In times when there is heavy support traffic, for example during global events, response time is prioritized by level of support purchased.

### [Discounted Features Upgrade](#)

When you extend your support contract, you save money with every feature you purchase under contract. Get 10-15% discounts off list price for upgrades and new features.

### [Bug Fixes or Error Corrections](#)

Regardless of your level of support, NovelSat is always committed to quick and accurate handling of any issues that arise in the functioning NovelSat products.

### [New Software Releases](#)

As a NovelSat Support package holder, you are entitled to free upgrades to new software versions as they are released.

### [RMA Plan](#)

Gold Support Package holders receive expedited Return Material Authorization (RMA) handling to ensure the network stays up and running when hardware defects require repair or replacement.

# NovelSat Support Packages

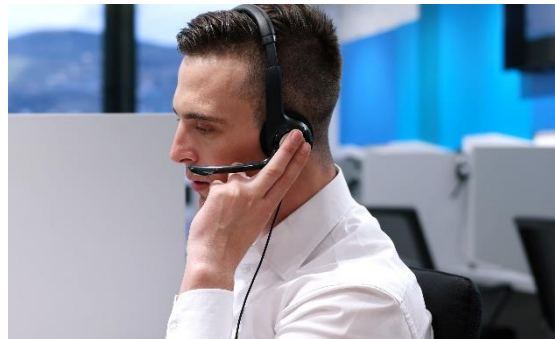
	<b>GOLD</b>	<b>SILVER</b>	<b>FACTORY*</b>
<b>Coverage Hours</b>	24/7	7am to 6pm Monday-Friday**	9am to 6pm Monday-Friday**
<b>Purchasing</b>	Immediate Purchase	Immediate Purchase	1 <sup>st</sup> year ONLY, upon product purchase
<b>Response Time</b>	Immediately and up to 4 Business Hours	Up to 1 Business Day	Up to 3 Business Days
<b>Discounted Features Upgrade</b>	15% Discount on any Feature Upgrade	10% Discount on any Feature Upgrade	
<b>Bug Fixes or Error Corrections</b>	Included	Included	Included
<b>New Software Releases</b>	Included	Included	Included (Up to 90 days from product purchase)
<b>RMA Plan</b>	Advanced RMA	RMA Plan	RMA Plan

\* Factory support package included for free for 1st year upon purchasing of new product only.

\*\* Not including national holidays. For North America, Central America & LATAM time is US ET. For EMEA time is GMT+1.

## Flexible Terms

You can customize the terms of your NovelSat support plan for your specific needs and for each site where NovelSat products are installed. Terms may change from time to time. Any such changes will be effective only as of the customer's next support renewal term.



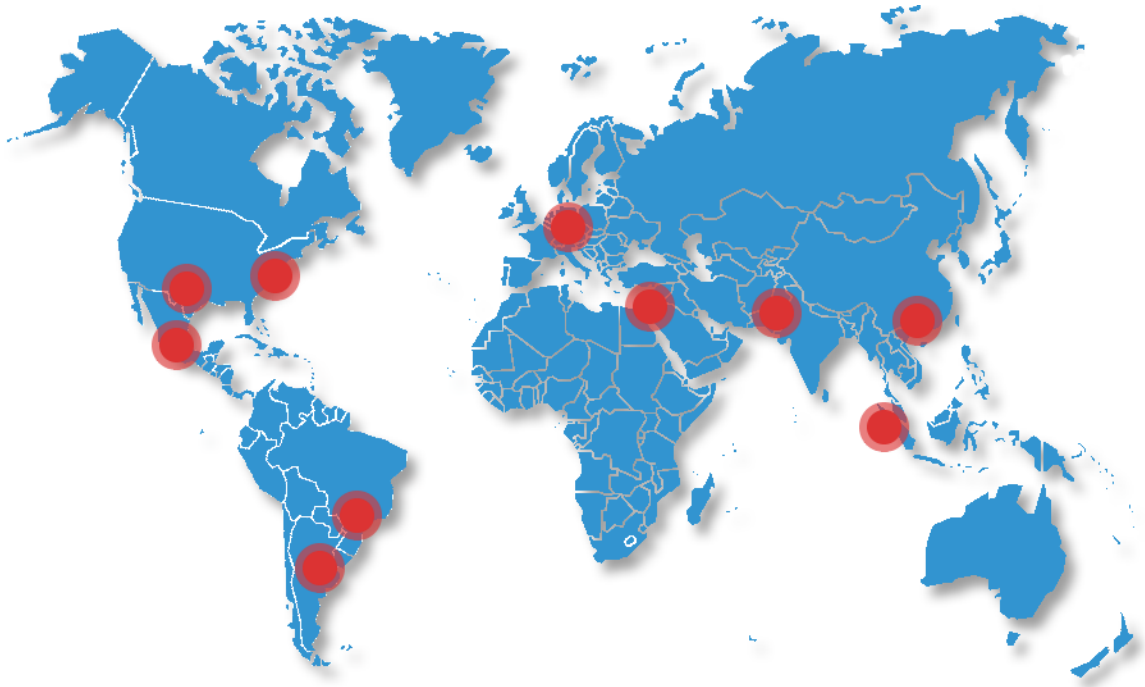
## Primary NovelSat Support Benefits

Maximize your investment in NovelSat equipment and software. Know that you can depend on NovelSat to be there for you when you need help.

- Fast resolution for critical incidents to ensure maximum uptime.
- Get the latest software releases, bug fixes and diagnostic tools to optimize system performance and extend the useful lifetime of your NovelSat equipment.
- Improve the efficiency of your NovelSat solutions.
- Ensure high quality customer experience for the people who depend on you for service.
- Peace of mind when you know that qualified NovelSat support providers are just a phone call away.
- Fixed Annual Service Cost – No need to think about budgeting for additional maintenance when all repairs and updates are covered.

# Worldwide Locations

NovelSat support teams and their authorized representatives are located in your time zone for prompt, professional response when you need it.



● Dallas, TX  
sales.usa@novelsat.com

● Washington, DC  
sales.usa@novelsat.com

● Sao Paulo, Brazil  
sales.brasil@novelsat.com

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● Headquarters Ra'anana, Israel  
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