



Cubix Partner Support Package

Incident Coverage

TouchNet NW, Inc. will provide telephone support for an unlimited number of incidents in one contract year. Telephone support coverage is available 8a – 5p PST, Monday – Friday, excluding holidays. On-site calls will be billed at \$175 per hour, and be given priority over on-site calls to customers without valid service agreements.

Number of Contact

Up to two employees from your company will be authorized to contact us in case of a support issue. Additional contacts may be added to the agreement for \$1500 per contact.

Priority

Cubix Partner Support customers will be given priority over customers without valid service agreements.

Issue Resolution

TouchNet NW will escalate any and all unresolved issues not being actively addressed at the time by a TouchNet NW service representative directly to Cubix within 24 hours of the initial response by TouchNet NW. TouchNet NW will continue to act as a liaison between the customer and the manufacture.

Documentation

All calls and on-site visits will be logged and a description of the resolution will be provided to you upon request.

Dial-in Support

TouchNet NW will dial-in to you servers to monitor and attempt resolution remotely upon request.

Price

Contact your account representative for a quote.

“Spare in the Air” Service Upgrade Option

As an optional service at additional charge, TouchNet NW will ship replacement product for next day business delivery if requested by a customer before 2p PST.

Quarterly Updates

Your TouchNet NW account representative will schedule a quarterly on-site meeting to review your current configurations, advise you of recent pricing structures and product upgrades, and recommend any additional updates.

Contract Term

One year.