



# VeriWave Technical Support Services Agreement

By purchasing VeriWave's Technical Support Services (this "Limited Agreement"), VeriWave's Customer agrees to be bound by the terms and conditions set forth herein.

## I. Technical Support Services for Hardware and Software

**What We Will do:** During the specified term of the Technical Support Agreement, we will provide technical support services by telephone, web, or e-mail to assist the customer who is currently registered with VeriWave as the owner of the covered product in the installation, operation, configuration, and use of the Covered Hardware and/or Software, including analyzing error messages, trouble shooting and isolating problems, as well as assisting in resolving VeriWave product problems and general inquiries about the product.

**What You Must Do:** If you believe you have discovered a defect or error, or have questions about the operation of the Covered Hardware and/or Software for which you require technical support services, please contact VeriWave Customer Service between the hours of 8:00AM to 5:30PM (PST), Monday through Friday, excluding U.S. national holidays, at the contact information below:

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In the U.S.	1-800-457-5919
From outside the U.S.	+1-503-473-8350
Email	support@VeriWave.com

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Information Required: The following information will assist VeriWave Customer Service in resolving your inquiry:

- Chassis and/or WaveBlade serial number
- The VeriWave Software version.
- License key number or Registration information (if applicable).
- What test scenario were you trying to accomplish?
- If possible, note the sequence of events leading up to the problem. What steps did you follow?
- What commands did you enter? Be sure to provide the exact syntax.
- What did you expect to happen?
- What happened instead? Again, be sure to provide the exact syntax.
- What have you already tried to correct the problem?
- If your screen displays any error messages, what were they? Provide screen captures if possible.
- Results directory created by your VeriWave application.

## II. Hardware Technical Support

Hardware Technical Support provides for “Advance Replacement Service”. VeriWave will ship a replacement unit within two (2) business days after a reported failure of VeriWave hardware. A valid RMA, as described in Section I of the VeriWave 12-month Limited Warranty, must in place, and the customer must provide evidence that the defective hardware has been shipped to VeriWave prior to the shipment of a replacement unit. The Advance Replacement Service is provided on a per hardware device, annual basis, and is only available for VeriWave Hardware that is also covered under VeriWave’s 12-Month Limited Warranty or an Extended Hardware Warranty. Please contact your VeriWave Sales Representative for pricing information for VeriWave’s “Enhanced Hardware Support”.

## III. Software Technical Support

Software Technical Support coverage provides for free Upgrades to any Core or Application Software for which coverage has been purchased. Software Upgrades include any change to the software that enhances the functionality or features of the software beyond the capabilities of the then current version of software. Software Technical Support coverage provides the customer with access to VeriWave’s technical support phone hotline, web and email services for any product related inquires. The Software Technical Support is provided on a per chassis/application, annual basis, and is only available for VeriWave Software that is also covered under VeriWave’s 12-Month Limited Warranty or an Extended Warranty. Please contact your VeriWave Sales Representative for pricing information for VeriWave’s “Enhanced Software Support”.