



LokBox Operator Support Agreement

By purchasing an Operator Support Agreement (OSA) from RG Nets (RG), the network operator (operator) is entitled to the following support services for their covered LokBox gateway router during the purchased coverage period.

Authorization

RG presents the trouble ticket system through the RG web site. The trouble ticket system is accessible by visiting the RG web site (www.rgnets.com) and selecting “support” and then “customer portal”. Authorized operator representatives will be required to enter their user name and password prior to gaining access.

Access the trouble ticket system is limited to operator designees and each designee is limited to one or more gateways covered by an active OSA.

Gateway

Each gateway covered by a support agreement has its own “globally unique identifier” (identifier). This identifier is utilized as part of the trouble ticket creation, tracking, closing, and incident capture procedure. Operator equipment not specifically covered by a support agreement cannot participate in the trouble ticket process or procedure. Operators with more than one active LokBox not covered by an OSA will not be supported.

Operator Credentials

For each gateway with an active OSA, the operator will designate a primary support contact and up to two additional designees. Each designee will receive a unique operator credential that will enable them to open or close trouble tickets with RG for a particular gateway. Additionally, the designee may utilize the trouble ticket system to monitor problem resolution or review trouble ticket history on a covered gateway. Other system services such as FAQ’s and technology tips are available to operator designees through the trouble ticket system.

Services

Each gateway covered by an active OSA is entitled to the following services through RG during the specified coverage period:

Help Desk

RG will respond to configuration, functionality, and operational inquiries from authorized operator representatives concerning the gateway covered by the Operators Support Agreement. All inquiries must be submitted through the RG customer portal based trouble ticket system. The trouble ticket system is available 7 X 24 X 365 and is monitored by RG.



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authorized personnel. Trouble tickets are responded to by priority scheme where gateways experiencing downtime or significant service interruption are responded to within 4 hours, all others are responded to within 24 hours of receipt of the trouble ticket.

Defect Correction

Trouble tickets investigated that point to a code deficiency or anomalous code behavior may require modification of the object code owned by the network operator for a specific gateway covered by an active Operator Support Agreement. Resolution definition and subsequent bug fix modifications and code change implementation is defined and performed by RG if feasible. Determination of the feasibility of code modifications is at RG Nets, Inc's sole discretion.

Feature Requests

By entering an Operator Support Agreement network operators may open trouble tickets requesting added features or enhanced or modified code functionality. Operator requests of this nature will be examined on a per request basis and if the request is feasible, at the sole discretion of RG, it will be implemented at a schedule defined by RG or forwarded to RG sales personnel who will prepare for the requesting operator a cost estimate to implement the feature. Features added in this manner will be added to the RG feature library and may be made available to other operators with similar Operator Support Agreements.

Periodic Updates

Periodically RG will make available to operators code modifications containing bug fix or feature modifications created by RG for the operator or other operators. Periodic Updates are made available at no charge to operators. Simple update installation assistance is available at no charge to the operator. Major releases of rXg or conversions to rXg may require professional services assistance if the operator lacks sufficient skills. In such cases the operator will be required to pay RG for such assistance as required (See Additional Professional Services below).

Repair

If the covered LokBox gateway ceases to function or operate according to manufacturer specification, and the problem is isolated to a hardware or component failure, the operator may submit their gateway to RG for repair by requesting and receiving a Return Material Authorization (RMA) form from RG. Requests of this nature are made through the normal trouble ticket process. All cost associated with the repair including freight to and from the RG repair facility and all material and components required to restore the gateway to original operating capacity will be borne by the operator. Labor will be billed at \$150.00 per hour. RG will endeavor to repair defective gateway equipment within three business days from receipt at RMA at the repair facility defined on the issued RMA document.



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Additional Professional Services

RG Nets offers to operators the ability open trouble tickets to request services that fall outside of this Support Agreement. Trouble tickets and inquiries of this nature may include network design / troubleshooting or service delivery architecture consulting, captive portal development, or other customer specific requirements. The Time and Material charges (T&M) rate during normal business hours is \$200.00 per hour with a 2-hour minimum. Weekend and holiday rates are \$300.00 per hour with a 4-hour minimum. All requested T&M Trouble Tickets require a Purchase Order or Credit Card Authorization form prior to engaging the RG Nets, Inc. support team. If the professionals services requires a LokBox return to factory, all expenses (including freight to and from the RG repair facility) will be borne by the operator.