

### Highlights

- Common Features
  - 1 Year Extended Warranty with 1st Year Product Warranty Credit
  - Notification Service
  - Free Software Updates
  - Priority Support
  - Annual Renewal
- Selectable Features
  - Response Times
  - Product Exchange / Repair Times
  - Advanced Replacements Available
  - Hardware and Software Upgrades Available
- APSAs Transferable

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Fidelity Comtech's Phocus Array™ System products have been a catalyst for change in the industry and your business.

Annual Product Support Agreements (APSAs) are available from Fidelity Comtech with a plethora of customer requested features.

APSAs have features common to each agreement and selectable features to address specific scenarios for disaster recovery, minimize downtime and protecting your wireless system investment.

APSAs must be purchased as part of the original purchase or during the warranty period. 1st year APSAs are only permitted to be purchased within 90 days of product shipment from the factory.

#### The common features of all APSAs are:

- One (1) Year Warranty repair including all parts and labor related to the repair and return shipping by standard shipping. Since the product comes with this same warranty, the price of the first year of the APSA has been reduced to reflect a credit for the 1st Year Warranty purchased with the product.
- Notification Service provides notification of availability of all relevant Upgrades and UpDates within 5 business days of market availability.
- Software UpDates (UDs) including all software bug fixes to specified features of the version purchased.
- Priority support includes our technical members addressing your technical issues before non-APSA customers.
- Renewable APSA agreements are available each year up to the third anniversary date of the Manufacturing Discontinuance (MD) of the product.
- All APSAs are transferable with product ownership within the same country.

Various unique features are mixed and matched in the agreements to ensure you have a plan that exactly fits the needs of your company's disaster recovery and risk management plan.

#### The selectable features of the APSAs are:

- Advanced Replacement Services (ARS) are ideal for customers that wish to mount and dismount a system on a single response call. Advanced Replacements Services are available for scheduled and break/fix situations.

(i) Break/fix advanced replacements are available to be sent in one (1) business day. If the request is received by 12 noon MST of a business day, the advanced replacement will be sent the same day, else the next business morning.

(ii) Scheduled advanced replacements are ideal for scheduled upgrade situations or planned replacements. Scheduled advanced replacements are shipped within five (5) business days after receipt of the request.

- Response times for Product Return Repair (PRR):
  - Out of warranty / No APSA—quoted repair times
  - Standard warranty repair—10 business days
  - Scheduled Upgrades—5 business days
- Hardware Upgrades (HUGs) provide all hardware changes required to bring a system to the current production level once a year. The Upgrades are scheduled and if selected, Advanced Replacement Services are provided with current production level refurbished or new systems.
- Software Upgrades (SUGs) are available via electronic transfer within 5 days of a new feature release.
- Customers that have purchased an APSA without an upgrade feature may still purchase Upgrades at the normal retail price with a 10 business day response time.

Since 2001, Fidelity Comtech has provided premier RF components, antennas and interfaces to commercial and government customers. Our products implementing the G.R.I.P.S. feature set and FlexVMT technologies are changing and improving the way the world uses wireless communications. We look forward to serving you.

## Fidelity Comtech - Annual Product Support Agreements (Page 2)

Feature	APSA A	APSA B	APSA C
<b>1. Extended Warranty (WEW)</b> <ul style="list-style-type: none"> <li>• 1 Year Extended Warranty repair (Includes parts and labor related to the repair and return shipping by standard shipping)</li> <li>• Reduced APSA price for 1st year</li> </ul>	•	•	•
<b>2. Notification Services (NS)</b> <ul style="list-style-type: none"> <li>• Notification of relevant updates and Upgrades within five (5) business days via email</li> </ul>	•	•	•
<b>3. Annual Renewal Service (ARNS)</b> <ul style="list-style-type: none"> <li>• Annual renewal opportunity provided 10 months into agreement</li> <li>• Renewal limited up to 3rd year anniversary date of MD</li> </ul>	•	•	•
<b>4. Priority Support (PS)</b> <ul style="list-style-type: none"> <li>• APSA related technical response calls are handled ahead of customers without APSAs</li> </ul>	•	•	•
<b>5. S/W Updates (SUDs)</b> <ul style="list-style-type: none"> <li>• All relevant software bug fixes for purchase feature set available via electronic transfer at no additional charge</li> </ul>	•	•	•
<b>6. Software Upgrades (SUGs)</b> <ul style="list-style-type: none"> <li>• All software Upgrades available to purchased H/W features on supported product provided via electronic transfer at no additional charge</li> </ul>	•	•	•
<b>7. Advanced Replacement Services (ARS)</b> <ul style="list-style-type: none"> <li>• Advanced exchange with purchased level refurbished product (or new if refurbished not available)</li> </ul>	•	•	
<b>A. Five (5) Business Day Scheduled Exchange (5BDSE)</b> <ul style="list-style-type: none"> <li>• Shipped within five (5) business days - scheduled exchange (repair / upgrade)</li> <li>• Standard shipping paid to and from customer site for scheduled / staggered product H/W upgrades</li> </ul>	•	•	
<b>B. One (1) Business Day Break / Fix (1BDBF)</b> <ul style="list-style-type: none"> <li>• Priority Overnight shipping paid to customer site for product repair or analysis</li> <li>• U.S. Only: requested by 12 Noon MST → Same day shipment</li> <li>• Optional express delivery</li> <li>• Latest version or superseding model provided at factory discretion</li> <li>• Standard shipping paid to customer site (US Only).</li> </ul>	•		
<b>8. Hardware Upgrades (HUGs)</b> <ul style="list-style-type: none"> <li>• All hardware changes required to bring a system to the current production level once a year.</li> <li>• Upgrades are scheduled / staggered and Advanced Replacement Services are provided with current production level refurbished or new systems</li> </ul>	•		
<b>Current Price - First Year</b>	<b>\$1954</b>	<b>\$1411</b>	<b>\$868</b>
<b>Current Price - Following Years</b>	<b>\$2171</b>	<b>\$1628</b>	<b>\$1086</b>

Since 2001, Fidelity Comtech, Inc. (FCI) has been the premier provider of RF amplifiers and antennas to commercial and government end customers, system integrators, and original equipment manufacturers (OEMs). Our customers use our products in security, ultra-high mobility, mobile network, mobile asset tracking and management, and data wireless local area network (WLAN) applications. Located at the base of the Rocky Mountains in Longmont, Colorado, Fidelity Comtech designs, manufacturers, and Services products for our customers from amplifiers and antennas to complete system products like the Phocus Array System family of wireless access points and routers.