# Proxim Wireless Technical Support Policy and Procedures

## Technical Support for Current Products during Warranty Period

Customers are entitled to free technical support for Proxim products purchased from Proxim's authorized resellers or distributors.
Technical Support is defined as communication via the Proxim Support website (http://support.proxim.com/) and/or via telephone to resolve problems using Proxim's products. Technical support will be provided for as long as the product is covered by a Proxim warranty. The term of Proxim's warranty is determined according to the agreement under which the product was sold and generally varies from 3 months to 2 years depending on the product.
If a customer disagrees with Proxim's determination of warranty duration, a request for review, supported by a copy of all product purchase documentation, may be submitted.

## Technical Support for Current Products after Warranty Period

After the warranty period, the following options are available for non-EOL (End of Life) products.

- Customers may purchase one of Proxim's ServPak extended warranty and enhanced support packages for the product. For current offerings please see http://www.proxim.com/support/servpak.
- Customers may purchase one-time per-incident technical support for a fee (payable in advance by major credit card) of:
  - $75 USD for access point and client products, plus $20 per hour after the first 4 hours.
  - $175 USD for point-to-point, point-to-multipoint, ProximVision, and other Proxim products, plus $50 per hour after the initial 4 hours.
  - This fee will be credited toward any subsequent RMA fee that may be required to repair the product.
- Additional technical support options may be available from the reseller or distributor from whom the product was purchased.

## Technical Support on Discontinued Products

For EOL (End of Life) products no longer being sold by Proxim the following support options may be available, depending on product:

- Fee based per-incident technical support for the product on a per hour basis at a rate of $175 per hour (4 hours minimum payable in advance by major credit card). This fee is in addition to any subsequent fees that may be charged to repair the product.
- Additional support options may be available from the reseller or distributor from whom the product was purchased.

Support for discontinued products is provided on a "best effort" basis and is subject to the availability of necessary components, equipment, and other technical resources.


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