Services Provided

Hardware Problems

If subscriber experiences performance problems with the Equipment, subscriber must notify Sonet's Customer Support Department by telephone or fax for verification of the problem(s) and to arrange for service of the equipment. Standard terms are Return to Depot, where subscriber is liable for round trip shipping costs, and Sonet is liable for all parts and labor. Where possible, arrangements may be made to ship replacement parts and installation instructions to subscriber. If a trip to the customer site is required the customer will incur no additional expenses for this trip. This agreement covers the hardware listed herein by serial number.

Software Updates

Sonet will at its discretion periodically provide software updates at no additional cost to the subscriber. The software updates may include modifications, program enhancements, bug fixes, and new features. This section will not be interpreted to require Sonet to either develop and release updates or customize the updates to satisfy subscriber's particular requirements. The updates will not include any new products which Sonet decides to make generally available as a separately priced option.

Operating System Support

Sonet will provide the first level of assistance for routine questions about system administration and other operating system issues.

Phone Support

Phone assistance and support to evaluate and diagnose hardware or software issues will be available from 9:00 a.m. to 5:00 p.m. MST Monday through Friday, excluding holidays.