

	STANDARD	PREMIUM
PLAN, PRICING, AND TERM LENGTH		
Service Level Agreement Pricing % of product purchase price	10% of Purchase Price	12% of Purchase Price
1 Year Term (No discount) Standard Warranty applies	<b>9986</b>	<b>9987 P</b>
3 Year Term (33% discount) 3 years for the price of 2	<b>9986 S3</b> Serves as Extended Warranty	<b>9987 P3</b> Serves as Extended Warranty
5 Year Term (40% discount) 5 years for the price of 3	N/A	<b>9987 P5</b> Serves as Extended Warranty
PRODUCT INSTALLATION AND SETUP SUPPORT		
Remote Technical Assistance TeamViewer, Zoom, MS Teams, Phone, or Email	✓	✓
On-Site Assistance available on request Consulting Rate + Travel Expenses	✓	✓
HARDWARE COVERAGE FOR ADVANCED REPLACEMENTS		
Advanced Replacement Units* Unit Replacement Availability No advanced replacements for CMTS/DOCSIS	✓	✓
Authorized Return Shipping Charges Under RMA and sent back within 10 days	Covered by Customer	Covered by Customer
Replacement Shipping Charges Units are shipped via ground	Covered by Customer	Covered by Blonder Tongue
Same-day Overnight Shipping Available Mon-Fri, 9:00am to 1:00pm (ET)	Paid by customer when requested	Paid by customer when requested
TECHNICAL SUPPORT HOURS		
Support Operating Hours Available hours per SLA Plan	9:00am to 9:00pm (ET)	24 x 7
Response Window - Business Hours Mon-Fri, 9:00am to 5:00pm (ET)	Four-Hour	Two-Hour
Response Window - After Hours Mon-Fri, 9:00pm to 9:00am (ET)	Next Business Day	Three-Hour
Response Window - Extended Weekends and Holidays	Next Business Day	Four-Hour

(\*) Available for US and Canda Customers only.

## SLA PRODUCT REQUIREMENTS

- » 1 Year SLA (minimum) required on any NXG, Clearview product
- » 3 Year SLA (minimum) required on NXG with Third-Party Conditional Access Technology
- » No Premium SLA available for CMTS / DOCSIS products.