



SERVICE LEVEL AGREEMENT PROGRAM OVERVIEW GUIDE

The Blonder Tongue **Service Level Agreement (SLA) Program** offers remote technical assistance and advanced replacement units for all covered product.

Offered in 1, 3, and 5 year increments, the SLA is mandatory for any NXG Video Delivery Platform purchase, but is also available for the majority of Blonder Tongue current product offerings.



WWW.BLONDERTONGUE.COM
(800) 523-6049

PLAN PRICING AND TERM LENGTH

Service Level Agreement Pricing % of product purchase price	10% of Purchase Price
1 Year Term Standard Warranty applies	9986 S
3 Year Term 3 years for the price of 2	9986 S3
5 Year Term 5 years for the price of 3	9986 S5

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* Subject to Unit Replacement Availability No advanced replacements for CMTS/DOCSIS	✓
Returned Shipping Charges Units are shipped to customer via ground	Covered by Blonder Tongue
Replacement Shipping Charges Units are shipped via ground	Covered by Customer
Same-day Overnight Shipping Available Mon-Fri, 9:00am to 1:00pm (ET)	Paid by customer

TECHNICAL SUPPORT HOURS

Support Operating Hours Available hours per SLA Plan	9:00am to 5:00pm (ET)
Response Window - Business Hours Mon-Fri, 9:00am to 5:00pm (ET)	Four-Hour
Response Window - After Hours Mon-Fri, 9:00pm to 9:00am (ET)	Next Business Day
Response Window - Extended Weekends and Holidays	Next Business Day

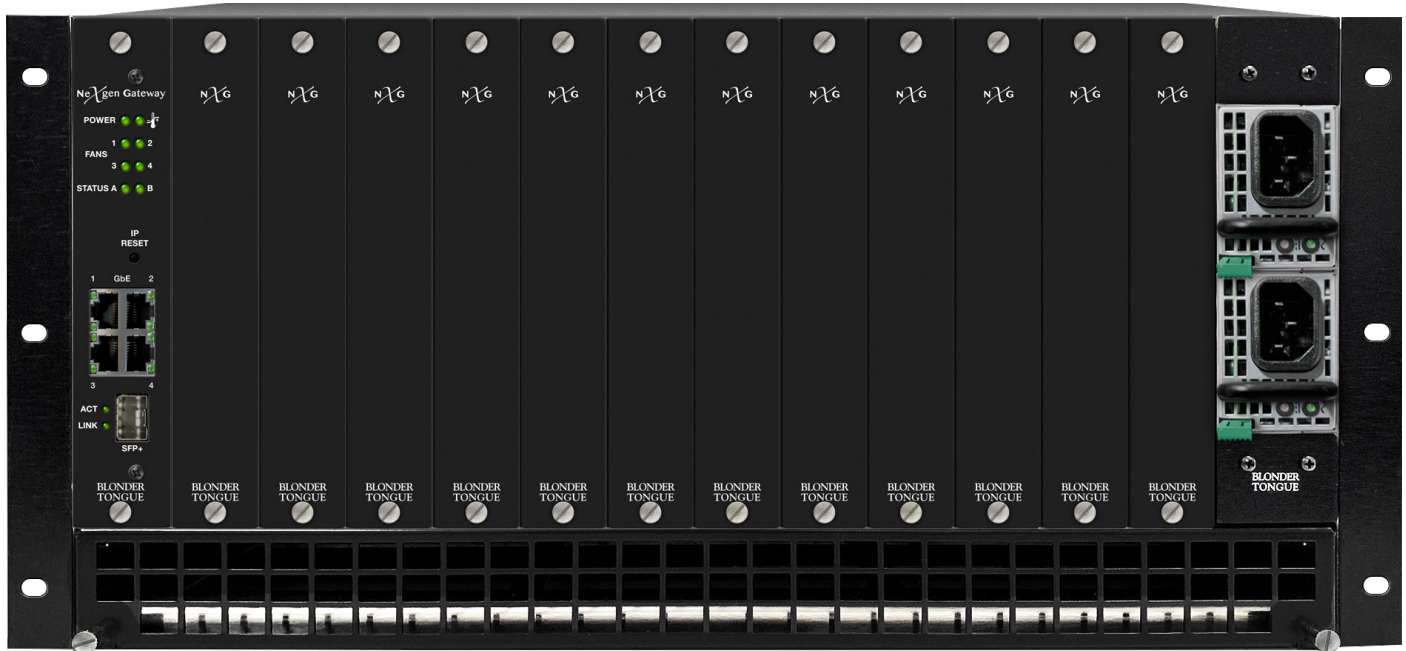
(* Available for US and Canada Customers only.)

SLA PRODUCT REQUIREMENTS

- » 1 Year SLA (minimum) required on any NXG and/or CV products
- » 3 Year SLA (minimum) required on NXG with Third-Party Conditional Access Technology

OVERVIEW

The Blonder Tongue **NXG Video Delivery Platform** consists of a Mainframe Chassis, the NXG Controller Module, two power supplies, and the NXG modules that customize the system to your specific needs. The Mainframe Chassis has additional parts that require regular maintenance. This 20 Year Extended Service Plan provides additional maintenance support by sending one (1) set of fans and filters every three (3) years.



The active components, i.e. modules and power supplies, for the **NXG Video Delivery Platform** will be covered for the term of 5 years with the purchase of the 5 Year SLA.

BLONDER TONGUE'S 5-YEAR SERVICE LEVEL AGREEMENT

The 5-Year SLA (9986 S5) is 30% of the total NXG purchase – 10% per year with two years free!



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