

	LIMITED WARRANTY	STANDARD SLA	PRO SERVICES
PLAN, PRICING, AND TERM LENGTH			
Term Length of Coverage	1 Year	1 or 3 Year	Services below are separate charges
CMTS Hardware Repair Standard Warranty applies	✓	✓	N/A
Ground Shipping for RMA Returns Under RMA and sent back within 10 days	Covered by Customer	Covered by Customer	N/A
Expedited Shipping Available Available Mon-Fri, 9:00am to 1:00pm (ET)	N/A	Paid by customer	N/A
TROUBLESHOOTING			
General Technical Questions CMTS Features	✓	✓	N/A
Blonder Tongue Self-Help Resources How-To Documents, Example Configs, etc.	✓	✓	N/A
4-Hour Response Time on Support Request Starting from request receipt during operation hours	N/A	✓	N/A
Remote Technical Assistance Email & Phone; remote terminal session when needed	N/A	✓	N/A
Initial Basic Troubleshooting Determine if problem is a Simple or Advanced issue	N/A	✓	✓
Limited Pre-Installation Guidance DOCSIS System Integration	N/A	✓	✓
Product Installation and Set-Up	N/A	✓	✓
Professional CMTS Consultation Network Changes (RF or IP) and CPE Device Troubleshooting	N/A	N/A	✓
Advanced Troubleshooting IP network equipment, cable modem issues	N/A	N/A	✓
Security Configuration and/or Auditing SNMP, SSH, ACL Management, Policy Standards, etc	N/A	N/A	✓
HARDWARE SETUP AND CONFIGURATION			
Design Services for CMTS Environment Initial Testing and/or Deployment	N/A	N/A	✓
RF Cabling Environment for Non-BT Products	N/A	N/A	✓
3rd Party Software: Setup and/or Configuration	N/A	N/A	✓
SECURITY ASSESSMENT, AUDITING AND CONFIGURATION			
Security Configuration and/or Auditing SNMP, SSH, ACL Management, Policy Standards, etc	N/A	N/A	✓

OVERVIEW

The Blonder Tongue CMTS product line is designed to operate with cable modems which are Cable Labs certified as DOCSIS 2.0, DOCSIS 3.0, or DOCSIS 3.1 compliant. The DOCSIS standard supported is based on the Blonder Tongue CMTS model purchased. A Command Reference Guide and User Guide are provided via the Blonder Tongue website as self-help and setup resources. The following is an explanation of Warranty coverage, the available Standard SLA for the CMTS series, and additional services available.

WARRANTY COVERAGE

The Blonder Tongue Warranty coverage period is for 1 year from the date of purchase. The warranty includes coverage for basic hardware reliability as outlined in the Blonder Tongue CMTS Warranty Program. Contact your sales representative for full Warranty terms.

STANDARD SLA COVERAGE

The Blonder Tongue Standard SLA provides customers with reduced response times for post-installation issues and limited pre-installation guidance. Term of coverage begins upon the purchase date of the CMTS and SLA when purchased together. Renewals available.

PROFESSIONAL SERVICES

Additional services, for activity not covered under the Warranty and/or the Standard SLA, are available from Blonder Tongue Professional Services. Quotes for these services are provided upon request and are charged separately from hardware purchases. On-site services are available. Minimums apply.

TECH SERVICES SUPPORT INFO

REQUESTS AVAILABLE
24/7 via Tech Services website
Operation Hours via Phone

HOURS OF OPERATION
8am to 5pm ET, Mon - Fri
(excludes US National Holidays)

STANDARD SLA QUICK FACTS

RESPONSE TIME
4-hours to acknowledge and coordinate required support

TERMS OF COVERAGE
1 or 3 year term options available
SLA renewals also available

PRO SERVICES SERVICE QUOTES

- » Charged by Item/Event/Project
- » Charged by Hour (4 hour min)
- » Charged by Day (per diem rate)

Charges for services will be quoted separately from hardware purchases

HOW TO REQUEST SUPPORT:

1 Contact us through the website or call us to request assistance for warranty or SLA issues.

2 Provide the serial number, model number, and software version, of affected hardware.

3 Provide the customer account information to receive the proper level of support.