

## Safe-T-Net

Support You Can Count On.

IBeX has been designed and tested to provide years of trouble free service. While we are proud of our systems we are also proud of the support we provide.

IBeX's Safe-T-Net is a maintenance contract that will deal with any issues that you may have with your IBeX system. We offer three support programs to meet the needs of our customers.

We offer three levels of support:

- 8 X 5 - This package includes web and e-mail support only and 2-3 business day shipping on hardware replacement. Phone support is not available with this package. This package includes software upgrades and hardware support.

- 24 x 7 x NBD - This package includes phone, web and e-mail support as well as software upgrades and hardware warranty. Hardware warranty includes advanced replacement, shipped next business day.

- Pay as you go - This package is for customers that have not kept there support current and are now facing a serious problem. This support requires you to pay with your credit card. Support is charged by the hour with a one (1) hour minimum. Customers that subscribe to our 8X5 support option can also use this option at a reduced rate in the event of an issue that can't be resolved via the web or e-mail.

### 8 x 5 Support Resources

- Help Desk - Start here by opening a ticket with our help desk. We will respond within one (1) working day.
- Knowledge BAse - A collection of support articles and FAQ's for many common questions and issues.

### 24 x 7 x NBD Support Resources

- Help Desk - Start here by opening a ticket with our help desk. We will respond within one (1) working day.
- Knowledge BAse - A collection of support articles and FAQ's for many common questions and issues.
- Phone

### Pay As You Go

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Phone - Pay as you go support is billed by the hour to resolve your issue. The hourly rate is \$150 per with a one (1) hour minimum. A credit card is required for this service.

8 x 5 Support contract customers - \$75 per with a one (1) hour minimum. A credit card is required for this service.