NComputing®

Support and Subscription (SnS) Programs

SnS Support entitlements

vSpace® SERVER

Standard and Premium Support entitlement seats based on yearly subscription per licensed concurrent connection to vSpace Server

vSpace® MANAGEMENT CENTER

Standard and Premium Support entitlement seats based on yearly subscription per concurrent connection managed by vSpace Management Center (any mix of L300, M300, or N-series devices)

Every IT purchasing decision must maximize your technology investment and improve system uptime.

NComputing Support and Subscription (SnS) programs are designed to give you the resources you need, when you need them and to provide exceptional on-going value driven by our relentless commitment to customer satisfaction.

Our SnS offerings enable:

- **Upgrade Benefits**: Ongoing access to software upgrades, including major and minor releases and updates
- **Enhanced Response Times**: Defined service levels for time-to-respond based on severity of incident
- **Unlimited support tickets**: Predictable, fixed budget for support throughout subscription term
- **Cost management**: Multi-year plans enable you to obtain an additional discount and lock in a price
- **Operational Efficiency**: No need for purchase negotiations and contracts for software upgrades

NComputing Software Support

vSpace Basic Support is included for 1 year with the purchase of all NComputing products. There are two additional SnS products available for vSpace Server and vSpace Management Center to accommodate your business needs:

- **vSpace Standard SnS**: Provides access to software upgrades and unlimited email or phone support during local business hours
- **vSpace Premium SnS**: Designed for customers with complex environments requiring regular software upgrades, enhanced response times, and 24x7 support access

SOFTWARE SUPPORT	BASIC SUPPORT	STANDARD SnS	PREMIUM SnS
24 X 7 WEB SELF-SERVICE	●	●	●
SOFTWARE UPDATES Updates, such as 7.0.1 to 7.0.2	●	●	●
SUBSCRIPTION ADVANTAGE Minor upgrades, such as 7.0 to 7.1 Major upgrades, such as 7.3 to 8.0	–	●	●
TECHNICAL ASSISTANCE CENTER Phone, Web and Email	10 incidents	Unlimited incidents	Unlimited incidents
HOURS OF SUPPORT See www.ncomputing.com/support for local business hours by region	Business hours	Business hours	365x24x7 for Severity 1
RESPONSE BY SEVERITY LEVEL Initial response times during business hours, unless otherwise specified: Severity 1 (critical) to 4 (non-critical)	S1: 8 hours S2: Next business day S3: 2 business days S4: 3 business days	S1: 4 hours S2: 8 hours S3: 24 hours S4: 36 hours	S1: 30 minutes 24x7 S2: 1 hour S3: 4 hours S4: 8 hours
TECHNICAL CONSULTATION By phone; scheduled upon request	–	–	4 per year (12 hours max total)
PRICING MODEL	Included with initial product purchase	Per CCU pricing*	Per CCU pricing*
LENGTH OF TERM	Expires in 1 year	1-to-5 year options	1-to-5 year options

SnS SEVERITY LEVEL DEFINITIONS

SEVERITY 1

All user sessions down, no user connections. No workaround available.

SEVERITY 2

Some sessions are down, limited user connections. No workaround is available.

SEVERITY 3

User sessions are degraded. Productivity impact to business operations.

SEVERITY 4

General installation, upgrade, compatibility or configuration assistance; general product inquiry.

* must be purchased for all CCUs

CUSTOMER VALUE

INNOVATE RESPOND ENHANCE

What's included with product purchase

For vSpace environments, a purchase of an L300 or M300 **device** includes the following:

- The physical device (hardware)
- Standard 3-year Hardware Warranty
- A license to install vSpace Server and 1 CCU for connection rights to ANY vSpace Server.
- 1 year Basic Support which includes Software Updates (not Upgrades)

L300

M300

A purchase of a **vSpace Client software CCU license** includes:

- Rights to install vSpace Server
- Connection rights to ONE vSpace Server (per CCU and per server)
- 1 year Basic Support which includes Software Updates (not Upgrades)

For Citrix HDX environments, a purchase of an N-series device includes:

- The physical device (hardware)
- Standard 3-year Hardware Warranty

N500w

N400

NComputing Hardware Support

Every NComputing device is built for high performance and extreme reliability. We stand behind the quality of each device we make by including a standard 3-year hardware warranty. For customers who want an extra level of protection and to guarantee hardware availability, NComputing offers the following Hardware support offerings:

- Advance Hardware Replacement

Standard Hardware Warranty

Warranty period starts at date of purchase. Date of purchase will be determined by a valid proof of purchase. The criterion for a valid proof of purchase is that it must be machine printed and include the following information:

- Name and address of purchaser
- Purchase date
- Model number(s) of product(s) purchased
- Serial number(s) of product(s) purchased

In the event that a valid proof of purchase is not available, the warranty period will be determined by the date of manufacture. Date of manufacture is based on a date-coded serial number printed on the product label.

Advance Hardware Replacement

Advance Hardware Replacement provides added security for those customers with mission-critical needs, or those without spares onsite, who need to minimize downtime. With this support, NComputing advance-ships replacement hardware within a specified response time from the closest NComputing service center. Key features include:

- Unit replaced
- Shipped same-day for approved RMA requests made before 1:00PM local time of the designated service center
- The inoperable device must be returned within thirty (30) calendar days of the issuance of the RMA
- Advance Hardware Replacement is available as a yearly subscription per device for L-series, M-series or N-series

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