



LEASE AGREEMENT – SUPPORT & WARRANTY

All XRoads Networks lease agreements come standard with the following support and warranty coverage. Support and platform maintenance are covered for the entire period of the lease while warranty coverage is automatically extended to a full 24 months from the initial lease period.

Technical Support Coverage

All products covered under our lease contracts include 24/7 email and online support coverage along with 7am-7pm PST M-F technical phone support. XRoads Networks provides a 12-hour technical response guarantee to all of our customers. Additional 24/7 coverage is available on a per incidence basis for an additional charge.

Platform Maintenance Coverage

In addition to technical support coverage all products covered under our lease contracts include annual platform maintenance during the full term of the lease. The platform maintenance includes the following features:

- Ongoing Firmware Updates
- Signature Updates (new application signatures for shaping, reporting, security)
- Netsweeper Web Content Filtering (annual network-based subscription)
- Spare-In-The-Air (24-hour replacement, US customers only)

New signature updates can be set to download on a daily, weekly, or monthly basis and include updates to all of the databases mentioned above.

XRoads Global Management Service

As part of our lease agreements all lease customers are given access to our XGM system for managing their EdgeXOS platforms. XGM provides a hosted central management system for all of the appliances being operated under the lease. It gives the lessee the ability to manage all of their appliances from a single web-based GUI and provides rolled up reporting and alerting services.

Extended Warranty

All products covered under the lease are provided an extended warranty of up to two full years (as long as the products are under the lease agreement during the second year). The hardware warranty includes the following coverage:

XRoads Networks provides for a one-time replacement of the hardware if a failure occurs under normal operating conditions within the warranty period.

XRoads Networks guarantees that every product will be free from physical defects in material and workmanship when used within the limits set forth in the specifications section of the User Guide(s). If the product proves defective during the warranty period, call XRoads Networks Technical Support in order to obtain a Return Authorization Number. Power supplies are specifically warranted for a period of 90-days, any power supply issues which occur after that period are subject to a replacement fee. When returning a product, mark the Return Authorization Number clearly on the outside of the package and include a copy of your original proof of purchase. RETURN REQUESTS CANNOT BE PROCESSED WITHOUT PROOF OF PURCHASE. Customers shall be held responsible for shipping and handling charges.