



IP Link Maintenance Program

Protect your investment in AES-IntelliNet® patented technology.

AES Corporation offers many levels of Maintenance and Support coverage, choose the one that's right for your business.

Service Plan Feature Highlights	NO MAINTENANCE	SILVER (IPL1)	GOLD (IPL2)
Annual Onsite Visit for Business Review or AES Training Academy - Onsite Training Session	\$850/Day	\$850/Day	\$425/Day
AES Training Academy - Private Training Session Up to 8 hours via Web (CEU Credits)	\$110/Hour	\$110/Hour	\$55/Hour
AES Training Academy - Monthly Live Training Session at HQ East, Peabody (CEU Credits)	\$99/Session	Free	Free
Unlimited Web Access to Comprehensive KnowledgeBase + Case Tracker	✓	✓	✓
Unlimited Support Center Access during Business Hours, 8:00am - 5:00pm EST (for products under Warranty only)	✓	✓	✓
Unlimited Support Center Access during Business and Extended Hours, 8:00am - 8:00pm EST (for products in and out of Warranty)	-	✓	✓
Dealer Marketing Toolkit access	✓	✓	✓
AES Insights Blog subscription	✓	✓	✓
Bug Fixes and Patches	✓	✓	✓
Priority Service (for items under Warranty with Ground Shipment)	-	✓	✓
Quarterly Conference Call	-	✓	✓
Loaner Equipment <i>*Terms & Conditions may apply, varied by product</i>	\$500/Loaner	\$100/Loaner	✓
Advanced Replacement for 7706-ULF Integrated Fire Monitoring System	-	-	✓
Emergency Support Center Access Anytime 24/7	-	-	✓
Major & Minor Release Upgrades	-	-	✓

*Program is for North America only. Prices subject to change; new pricing effective 06/01/2016.



Enrollment in the AES Maintenance Program requires a signed contract, separate agreements are required for each individual branch/location based on the master account Dealer (DLR) number. Agreements will automatically renew at the end of each annual term. Customers will be notified of upcoming expiration date 60 days prior to the end of the relevant term, cancellation of Maintenance coverage requires written notice of termination at least 30 days prior to the end of the relevant term.

Annual Onsite Visit for Business Review or Onsite Training

An annual onsite visit at Customer location from a dedicated AES Support person and Sales person for a Business Review meeting or a single AES Training Academy - Onsite Training session. Services include a review of account Cases, Blanket Order commitment, Network Review, and In Field Network Assessment. Must be scheduled 60 days in advance. Dealer is responsible for travel costs (not to exceed \$1,500). An outlined Agenda with list of business items will be provided by AES prior to the meeting.

AES Training Academy - Up to 8 Hours Private Session via Web (CEU Credits)

Training must be taken in increments of 2 hours. Must be scheduled 30 days in advance with AES Technical Support, hours are only valid during the year of current Maintenance and cannot be carried over. Includes Instructor, Infrastructure (GoToWebinar), and topics relevant to AES products.

AES Training Academy - Monthly Live Training Session (CEU Credits)

Held at Corporate HQ East, Peabody, MA. Training fee of \$99 for Customers without current Maintenance contracts. All Customers with valid Maintenance have access to our monthly Live Training for free (Customer is responsible for their own travel costs).

Unlimited Web Access to Comprehensive KnowledgeBase + Case Tracker

Customers have access to our Dealer Login portal for KnowledgeBase technical solutions and Case Tracker to log or check status of a case (Solutions object in Salesforce.com).

Unlimited Support Center Access during Business Hours, 8:00am – 5:00pm EST (Warranty only)

Customers may contact AES Technical Support during East Coast business hours for products that are covered under Warranty only.

Unlimited Support Center Access during Business and Extended Hours, 8:00am - 8:00pm EST

Customers with maintenance may contact AES Technical Support during business and extended hours for support of products regardless of Warranty status.

Dealer Marketing Toolkit Access

All Customers have access to customizable marketing material via the Dealer Marketing portal. First Time User? Visit <http://toolkit.aes-corp.com/register>

AES Insights Blog

All customers have access to the AES Insights Blog postings with new content available every two weeks.

Bug Fixes and Patches

Customers have access to Firmware and Software releases that address product defects. Applies to IP Link, AES-MultiNet Receiver, and AES-*Network Management System* (NMS) only.

Priority Service for Items Under Warranty with Ground Shipment

Customers with current Maintenance will be prioritized for processing in advance of non-Maintenance customers. Customers in GOLD tier before SILVER tier, SILVER tier before non-Maintenance.

Quarterly Conference Call

Customers with current Maintenance will have the opportunity to schedule a Quarterly Conference call (not to exceed 2 hours) with AES Technical Support and member of Sales team to conduct a Business Review meeting. Items to review include Case volumes and trends, Blanket Order commitments, and any other pertinent business items. Customer must contact AES to schedule at least 30 days in advance.

Loaner Equipment*

Applies to Head End equipment only. Units not returned will be billed at full price. Loaner fee will be assessed when the loaner is shipped.

**Terms & Conditions may apply, varied by product*

GOLD Tier Only Benefits

Advanced Replacement on 7706-ULF (GOLD Tier Only)

Applies only to product under Warranty. AES will ship via UPS ground at AES expense (anything greater is at Customer's expense) an advanced 7706-ULF Integrated Fire Monitoring System replacement for a failed field unit. Requests for advanced replacement must be received no later than 12:00pm EST to be processed the next business day. Requests received after 12pm EST will be processed the next business day, plus one business day. Customer will be billed full amount of advanced replacement unit if the returned panel is found to have failed due to Customer's negligence/error or no fault is found. Customer will have the opportunity to pay for repairs of the returned unit and have the unit returned to them.

Emergency Support Center Access Anytime 24/7 (GOLD Tier Only)

IP Link Customers with GOLD tier maintenance will have access to an On-Call support engineer between the hours of 8:00pm and 8:00am, Monday-Friday and 24 hours on Saturday & Sunday. Support on Holidays is for inoperable IP Link and network down situations only.

Major & Minor Release Upgrades (GOLD Tier Only)

IP Link Customers with GOLD tier maintenance have access to releases that significantly improve the product and/or add significant new functionality and minor enhancements.

Contact Us

For pricing and to learn more about our Maintenance Program offering, please call your local AES Sales Representative at **(800) 237-6387** or email sales@aes-corp.com.

About AES Corporation

AES Corporation is the leading manufacturer of code compliant wireless alarm communication products and solutions serving commercial security markets and government agencies worldwide. AES-*IntelliNet*® patented technology will never sunset compared to obsoleting technologies such as cellular and traditional phone lines. AES private mesh radio networks are owner operated and controlled, providing infinite scalability and superior reliability with the fastest transmission speed available. Over a half million AES Smart Subscribers are installed worldwide. AES is the clear choice for life safety and security, protecting people and property for over 40 years.



www.aes-corp.com

AES Corporation | 285 Newbury Street | Peabody, MA 01960 United States

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