



## AES-MultiNet Receiver Maintenance Program

*Protect your investment in AES-IntelliNet<sup>®</sup> 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	PLATINUM (MNR1)	PLATINUM PLUS (MNR2)
Annual Onsite Visit for Business Review or AES Training Academy - Onsite Training Session	\$850/Day	\$850/Day	\$0
AES Training Academy – Private Training Session Up to 8 hours via Web (CEU Credits)	\$110/Hour	\$55/Hour	Free
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 &amp; Conditions may apply, varied by product</i>	\$750/Loaner	\$200/Loaner	✓
Advanced Replacement for 7706-ULF Integrated Fire Monitoring System	-	✓	✓
Emergency Support Center Access Anytime 24/7	-	✓	✓
Major & Minor Release Upgrades	-	-	✓
NMS Major and Minor Upgrades	-	-	✓

Service Plan Feature Highlights	NO MAINTENANCE	PLATINUM (MNR1)	PLATINUM PLUS (MNR2)
8 Hours Free Network Planning Professional Services	-	-	✓
Dedicated Support Expert	-	-	✓
Priority Call Routing with Dedicated Access Number	-	-	✓
Monthly Conference Call	-	-	✓
NMS Maintenance*	\$800/Year	\$800/Year	✓
Central Station Dealer Support	-	-	✓

\*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). Non-Customer guests may be invited to training for free.

### 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 PLATINUM PLUS tier before PLATINUM tier, PLATINUM 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.

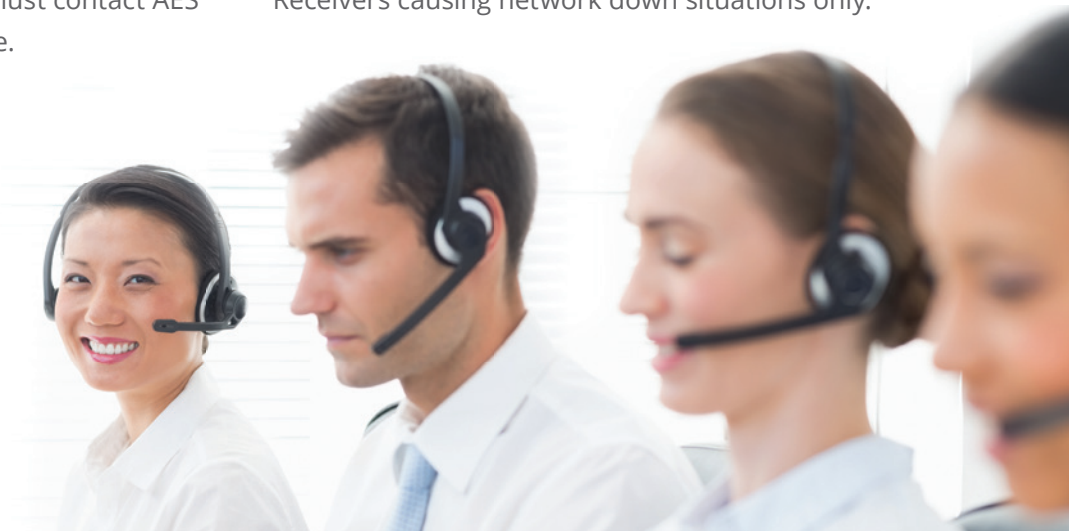
*\*Terms & Conditions may apply, varied by product*

### **Advanced Replacement on 7706-ULF (PLATINUM / PLATINUM PLUS 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 (PLATINUM / PLATINUM PLUS Only)**

AES-*MultiNet* Receiver PLATINUM and PLATINUM PLUS customers have access to an On-Call support expert between the hours of 8:00pm and 8:00am, Monday-Friday, and 24 hours on Saturday and Sunday. Support on Holidays is for inoperable IP Link and AES-*MultiNet* Receivers causing network down situations only.



### **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](mailto:sales@aes-corp.com).

# PLATINUM PLUS Only Benefits

## Major & Minor Release Upgrades (PLATINUM PLUS Only)

AES-*MultiNet* Receiver customers with PLATINUM PLUS maintenance have access to releases that significantly improve the product and/or add significant new functionality and minor enhancements.

## NMS Major and Minor Upgrades

Customers enrolled in the AES-*MultiNet* Receiver Maintenance Program (PLATINUM and PLATINUM PLUS tiers) will have access to AES-*Network Management System* (NMS) releases that significantly improve the product and/or add significant new functionality and minor enhancements.

## 8 Hours Free Network Planning and Professional Services

Customers enrolled in the AES-*MultiNet* Receiver PLATINUM PLUS maintenance program have access to AES Support for assistance with Network Planning or optimization services. AES will direct customer on placement of IP Links and/or Subscriber units to ensure optimal network performance. Planning sessions to be scheduled at least 30 days in advance and in 1 hour increments.

## Dedicated Support Expert

Customers enrolled in the AES-*MultiNet* Receiver PLATINUM PLUS maintenance program will have a dedicated Support expert who will be their primary point of contact and familiar with the customer's private licensed network. This expert will also be the primary contact to provide Technical Support as well

as the main contact for AES-*MultiNet* Receiver support that will coordinate the annual, quarterly, and monthly meetings.

## Priority Call Routing with Dedicated Access Number

Each Customer enrolled in the AES-*MultiNet* Receiver PLATINUM PLUS maintenance program will have a dedicated toll free number with priority routing to the AES Technical Support team.

## Monthly Conference Call

Customers with AES-*MultiNet* Receiver maintenance will have the opportunity to schedule a Monthly Conference Call (not to exceed 1 hour) with AES Technical Support and Sales to conduct a business review meeting (PLATINUM PLUS tier includes a dedicated Technical Support representative) Items to review include Case volumes and trends, Blanket Order commitments, and other pertinent business issues. Customer must contact AES to schedule at least 30 days in advance.

## NMS Maintenance\*

*\*Please refer to separate AES-*Network Management System* (NMS) maintenance agreement and license agreement.*

## Central Station Dealer Support

AES will provide Technical Support to Central Station dealers who do not buy direct. Return Material Authorization (RMA) must come directly from purchaser. Customers without this level of service must call for Technical Support on behalf of their customers.

## About AES Corporation

AES Corporation is the leading manufacturer of long-range wireless private mesh radio alarm communication products and services.



[www.aes-corp.com](http://www.aes-corp.com)

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