

# Aspera DigiDelivery™ Service Plans

## Support, Extended Warranty & Advanced Replacement

### Overview

Aspera is pleased to offer software and hardware support and maintenance plans for your DigiDelivery server(s). With these programs, you will be able to ensure that your DigiDelivery servers are up and available, with minimum downtime, to support your organization's data movement needs.

### Software Support and Maintenance

DigiDelivery software support and maintenance offers you phone and email access to Aspera's technical support team to assist you with software or systems issues and to provide answers to general questions about your server.

For support beyond the basic initial setup period, Aspera offers a Standard Support plan that provides phone and email support from 8am to 6pm Pacific Time, Monday through Friday (not including holidays). Premium Support extends the support hours to 8am to 12am (midnight) Pacific Time, Monday through Friday (not including holidays), and prioritizes your support requests. Premium Support customers have privileged access to contact Aspera on a special, dedicated phone number.

### Hardware Extended Warranty

The standard hardware warranty for DigiDelivery server products is one (1) year from your purchase date. During the standard warranty period, Aspera will fix or replace, at Aspera's discretion, your DigiDelivery unit in cases of hardware or system failure. The DigiDelivery Hardware Extended Warranty plan extends the standard warranty in yearly increments, to a maximum of three (3) years from your original date of purchase.

### Hardware Advance Replacement

All replacements and/or repairs covered under the standard warranty or the Extended Warranty plan require the shipment of the unit back to Aspera before a replacement will be sent out. With Hardware Advanced Replacement, Aspera will ship you replacement parts or a replacement product in advance of Aspera receiving back the faulty parts or system.



Software Plans	Serv LT	Serv GT	Period	Details
<b>Installation &amp; Setup Assistance</b>	(included in purchase price)	(included in purchase price)	30 days	<ul style="list-style-type: none"> <li>Installation and setup assistance to get you up and running (email &amp; phone)</li> <li>Email and phone support during Standard Support Hours (see below)</li> </ul>
<b>Standard Support</b>	\$575 per year	\$1,500 per year	1 year	<ul style="list-style-type: none"> <li>Email and phone support</li> <li>8am - 6pm Pacific Time</li> <li>Monday through Friday (not including holidays)</li> </ul>
<b>Premium Support</b>	\$950 per year	\$2,500 per year	1 year	<ul style="list-style-type: none"> <li>Email and phone support</li> <li>8am - 12am (Midnight) Pacific Time</li> <li>Monday through Friday (not including holidays)</li> <li>24x7 escalation for production system down issues</li> </ul>

Hardware Plans*	Serv LT	Serv GT	Period	Details
<b>Standard Warranty</b>	(included in purchase price)	(included in purchase price)	1 year	<ul style="list-style-type: none"> <li>Free replacement of faulty hardware components or unit at Aspera's discretion</li> <li>One-way standard ground shipping included</li> <li>Expedited shipment available at additional cost</li> </ul>
<b>Extended Warranty</b>	\$495 per year	\$495 per year	1 or 2 additional year(s)	<ul style="list-style-type: none"> <li>Extends the standard warranty period in yearly increments</li> <li>Available for up to three (3) years coverage from the original date of purchase</li> <li>One-way standard ground shipping included</li> <li>Expedited shipment available at additional cost</li> </ul>
<b>Advanced Replacement**</b>	\$395 per year	\$395 per year	1 or 2 additional year(s)	<ul style="list-style-type: none"> <li>Replacement unit ships before receiving defective unit or components</li> <li>Available for up to three (3) years coverage from the original date of purchase</li> <li>Unit must be under warranty, either standard or extended</li> <li>Standard 2-3 day shipping included</li> <li>Expedited shipment available at additional cost</li> </ul>

\* DigiDelivery Extended Warranty and Advanced Replacement plans are only available to Standard Support and Premium Support customers

\*\* Only available in North America (US & Canada)

[www.asperasoft.com](http://www.asperasoft.com)



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