

Guardian Support Plans

CHALLENGE

How can I get the most efficient use of Guardian products and services on an ongoing basis?

SOLUTION

Guardian Support Plans help resolve any technical issues as they arise, to protect your investment in aircraft tracking.

Guardian Two-Hour Plan

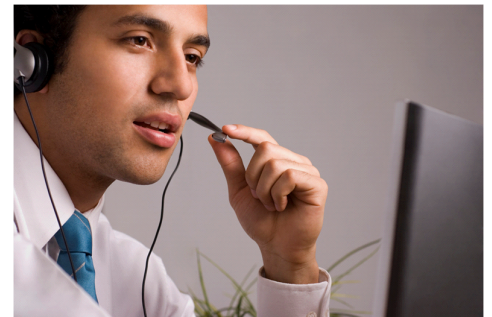
Hot-line Support package over a 3 month period, includes:

- Two hours of priority hotline or email support, or training, consumed at the rate of \$35 per 15 minutes, over 3 months
- Entitled to one Advanced Replacement Unit for \$35 (plus Shipping)
- Includes no charge for XML, SMS address changes, device configurations or password resets
- Fee: \$240, Renews automatically every 3 months, unless cancelled

Guardian One-Hour Plan

Hot-line Support Prepaid packages over a 3 month period, includes:

- One hour of priority hotline or email support, or training, consumed at the rate of \$40 per 15 minutes, over 3 months
- Entitled to one Advanced Replacement Unit for \$75 (plus Shipping)
- Includes no charge for XML, SMS address changes, device configurations or password resets
- Includes no charge device configurations
- Fee: \$160, Renews automatically every 3 months, unless cancelled



Guardian A-la-carte Plans

1. **On demand Hotline and email support:** \$45 per 15 minutes increments
2. **Adding or changing XML, SMS, and e-mails destinations for messages:** \$15. per address change
3. **Ad hoc device configurations:** \$15 per device per change
4. **Password Reset:** \$15 per password per occurrence
5. **Invoices by regular mail:** \$15 per invoice (electronic invoices are at no charge)
6. **Advanced Replacement unit:** \$160 plus shipping
7. **Ad hoc training sessions**
 - Online training (user training) for Guardian Mapping
 - \$750 per training session, up to 10 people
 - \$499 if you are subscribed to a support package
 - Online training for map administrators (user training a pre-requisite)
 - \$750 per training session for up to three people
 - \$699 if you are subscribed to a support package

Captain's Circle - A full service, yearly plan for Key Customers

When you want the world...

1. Guardian FastStart Plus
2. Unlimited hotline support for up to three named customer contacts, front-of-queue status for support requests (during business hours, Eastern).
3. Device configurations and map customizations, as required
4. Map training for more people (up to 5 administrators, 20 users), and annual refresher courses for mapping administrators and users
5. No charge for items covered under miscellaneous service and support charges
6. Your own Advanced Replacement Unit stored to your facility for immediate, anytime access.
7. Access to all new Guardian products upon release, for testing and evaluation purposes, for up to 30 days free of charge; inclusion in pre-release product trials as deemed mutually appropriate, free of charge and fully supported for implementation and testing
8. Annual conference call with Guardian product team, for input into product direction and insight into product direction
9. 10% discount on product purchases
10. 10% discount on extended maintenance
11. 10% discount on Consulting Services
12. Discount on software upgrades
13. Approved Special requests

Fee: \$6000 per year