

ZETRON

CONNECTED CARE

North America



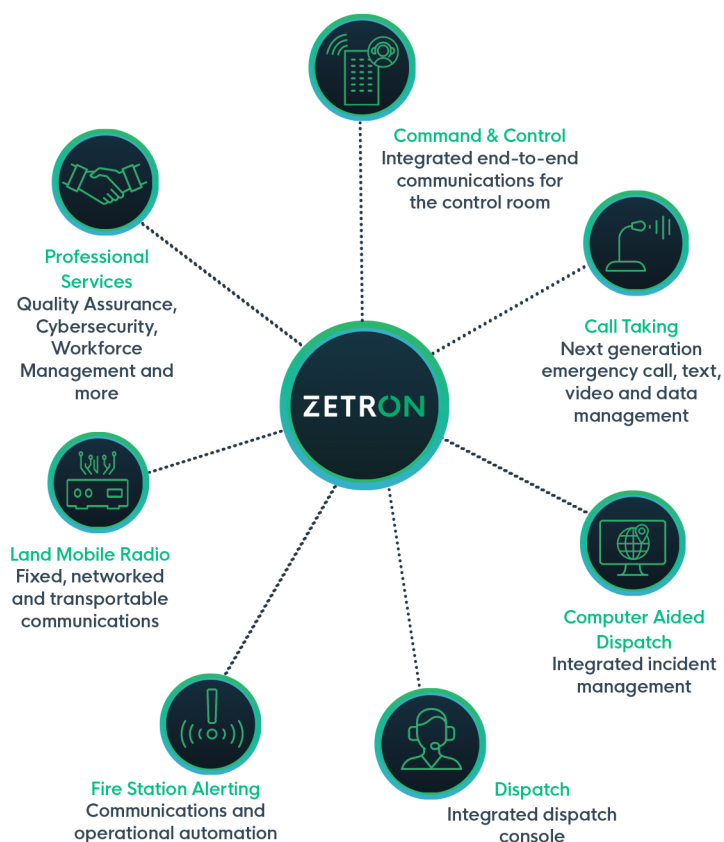
ZETRON

Always ready, always on.

Delivering integrated, end-to-end communications solutions that help save lives and enable critical operations.



Zetron **CONNECTED CARE**



Keeping mission critical systems functioning requires more than working hardware and software, because even the best systems require ongoing maintenance to evolve with changing technology standards, adapt with new functionality and adjust to external changes or threats (i.e., connected systems, cybersecurity, etc.) to perform optimally in environments where downtime isn't an option. Zetron's Connected Care support plan provides customers peace of mind by including new product updates, upgrades when available and efficient resolution of issues that may arise with their Zetron critical communications solutions.

Zetron's Connected Care plan protects systems against defects in materials, workmanship and software, while also providing training and access to other Zetron end users. Zetron's proven history of unrivaled product quality is backed by the same standard for delivering customer service and support with the Connected Care support plan.

Products Covered by Connected Care

The standard Zetron Connected Care plan is available for most Zetron solutions. Due to wide variances in Computer Aided Dispatch (CAD) product requirements and implementations, CAD products are not included in the standard Connected Care plan. Please speak with a Zetron representative for information on CAD-specific support plans.

Overview of Services

The following table provides a high-level overview of the services provided in the Connected Care plan. Included coverage terms are based on each plan's activation date.

Service Type	Services Included	Service Details	Included Coverage
Hardware Services	Hardware Warranty	Hardware warranty and services protect against defects in materials and workmanship, and include the following:	One year
	Hardware Defects Repair	Provides hardware repair, including parts and labor, within a ten-day turnaround period, free of charge. Return shipping is paid by Zetron, matching incoming shipment class of service.	One year

Service Type	Services Included	Service Details	Included Coverage
	Advance Replacement of any Hardware Component	- Immediate shipment of replacement hardware based on remote diagnosis. - This is not meant to take the place of spares. For a list of recommended spares for your system consult with your channel partner.	One year (only available for the first year purchased)
Software Services	Software Warranty	Software warranty and services protect against material defects in Zetron software and include the following services:	One year
	Software Maintenance/ Service Packs	Provides patches or bug fixes (service packs) for feature group releases or firmware version(s) for those with active licenses. Zetron typically provides two per year at no additional cost.	One year
	Software Upgrades	- Provides software updates for feature group releases or firmware version(s) for those with active licenses. Zetron typically provides one per year at no additional cost. - Version management tracking for your configurations and releases. - Major features, which require special licensing, are offered to plan holders at a discount.	One year
Technical Phone Support	Business Hours Technical Phone Support	Provides standard troubleshooting and support for installing, configuring and maintaining hardware and software issues. - Standard business hours are Monday – Friday, 6:00 a.m. to 5:00 p.m. PT. - For assistance call 1-425-820-6363 or 1-877-284-4616. - Troubleshooting and support offered for all technology purchased as part of a Zetron solution.	One year
After Hours Technical Phone Support	After Hours Technical Support	Provides after hours phone support for emergencies. Remote non-critical after-hours services must be purchased separately for after-hours upgrade support.	One year

Service Type	Services Included	Service Details	Included Coverage
Training	Factory and Web-Based Training	A factory training session with a three+ year contract.	Three years
		Web-based training course led by a live instructor online.	Up to two sessions, four hours each
		Additional training can be purchased.	
Zetron MAX User Group	Zetron MAX Solutions User Group Access	- Access to participate in the MAX Solutions User Group, including emails, webinars and product roadmap updates for users (MAX systems users only). - Gain direct access to the product management team to ask questions and provide product feedback, and network with other users for a broader knowledge base.	One year
Other	Other Benefits	- Discounts for on-site services. - Additional savings on future Zetron Connected Care contracts and system upgrades.	One year

Please Note: The terms described above are intended as a brief overview of Zetron's Connected Care service plan, actual terms are described in the Terms and Conditions section of Connected Care plan contracts and supersede any information provided above.

Why Zetron?



Zetron Services and Support

Zetron offers unparalleled customer service, training and support through Zetron's Connected Care plan. Services include telephone support, software maintenance, hardware replacement and repair, remote and on-site configuration assistance, system re-optimization, and technical and operational training.



Performance You Can Count On

Zetron has a reputation for the reliability and robustness of its products. They are specifically designed to meet the needs of mission critical operations that must stay up and running 24/7. Zetron solutions are also known for their longevity. Not only do they continue to deliver a rock solid performance over time, but they have the flexibility to keep pace with emerging technologies and changing operational requirements.



About Zetron

Zetron is a leading provider of communications technology and services that help save lives and enable critical operations. Zetron solutions are highly interoperable, configurable, and scalable, offering unrivalled choice, flexibility, and value. Our customers are located on all seven continents and across a variety of industries, including public safety, federal government, transportation, utilities, natural resources and more. With an exceptional reputation for high quality and reliability earned over decades of experience serving both public and private sectors, Zetron delivers solutions that are purpose-built to be always on, always ready — anywhere that uninterrupted mission critical communications are non-negotiable. For more information visit www.zetron.com and connect with us on [LinkedIn](#), [Facebook](#), [Instagram](#), [X](#) and [YouTube](#).

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