

# NetSIM Product Warranty and Support Policy



This document describes the NetSIM's Warranty and Support Policy.

## WARRANTY

NetSIM provide its clients (purchasers of NetSIM products) a comprehensive 12 months warranty for hardware related issues, and software/firmware updates for bug fixes, as follows:

### Hardware Warranty

NetSIM warrants that the NetSIM EPC Server and related accessories, sold by NetSIM or one of its authorised resellers, will be free from defects in materials and workmanship under normal use for a period of [12] twelve months from the date of delivery.

### Embedded Software and Firmware Warranty

NetSIM warrants that any pre-installed software or firmware, as part of and not separable from, the NetSIM EPC Server will substantially conform to its published specifications for a period of [12] twelve months from the date of delivery, provided it is properly installed and used in accordance with the supplied NetSIM documentation.

### Exclusions

This warranty does not cover:

- (a) damage caused by accident, misuse, abuse, or unauthorized modifications;
- (b) normal wear and tear;
- (c) software issues resulting from third-party applications, viruses, or improper installation by the Buyer;
- (d) consumables (e.g., batteries, cables).
- (e) software or firmware designed or supplied by a third party, including the OEMs, that is not affiliated to NetSIM (including, but not limited to, Ericsson, Nokia, Huawei, ZTE, Samsung, Microsoft).

### Remedy

NetSIM's sole obligation and the Buyer's exclusive remedy under this warranty is limited to the repair or replacement of the defective product or component, at NetSIM's sole discretion. For software or firmware, NetSIM may provide an update, patch, or replacement copy at NetSIM's sole discretion.

### Warranty Claims

To obtain warranty service, the Buyer must notify NetSIM in writing stating the issues relating to the request.

### Limitation of Liability

Except as expressly stated, NetSIM makes no other warranties, express or implied, including but not limited to, warranties of merchantability or fitness for a particular purpose. NetSIM shall not be liable for any incidental, consequential, or indirect damages.

## TECHNICAL SUPPORT

NetSIM provide its clients (purchasers of NetSIM products) with various support programs as follows:

|        |                                                               |
|--------|---------------------------------------------------------------|
| NS-RSH | Remote training / technical support, per hour                 |
| NS-OSH | Onsite training / technical support, per hour (plus expenses) |
| NS-OSD | Onsite training / technical support, per day (plus expenses)  |
| NS-OSW | Onsite training / technical support, per week (plus expenses) |
| NS-ES1 | Extended Remote Support (12 Cases / Tickets)                  |

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All options, except NS-ES1, Extended Remote Support, are ad-hoc services and as such carry no SLA obligations.

## **EXTENDED REMOTE SUPPORT (subject to contract)**

### **Scope of Support**

NetSIM shall provide technical and operational support to the Buyer for the covered hardware, software and firmware supplied by NetSIM, for a period 12 months and 12 support tickets. Each ticket refers to a single support issue or request and will be referenced by a serial number.

End of support is either when all tickets are used / completed, or twelve months from agreement, whichever occurs first. To continue support a new package is required.

### **Support Channels and Hours**

Support shall be provided via [email, phone, and/or WhatsApp], during normal business hours (08:00 to 17:00, Monday to Friday, excluding public holidays), CET. Tickets can be logged at <https://netsim.co.uk/support>.

### **Ticket Definition and Resolution**

A "ticket" is defined as a single unique technical or operational issue or inquiry initiated by the Buyer. In the case of OEM system compatibility support, script(s) creation, BBU and / or RRU configuration, etc, one combination of BBU and RRU equals one ticket.

NetSIM shall use reasonable efforts to acknowledge support tickets within 8 business hours and to resolve them within 24 business hours from acknowledgement.

Tickets are open and valid for a period of 21 days, after which, any support request for the same issue will be considered a new ticket.

### **Unused Tickets**

Unused support tickets do not roll over the 12-month period and are not refundable.

### **Additional Tickets**

Requests exceeding the annual ticket limit will be subject to additional charges at NetSIM's standard support rate, unless otherwise agreed in writing.

### **Exclusions**

Support does not include:

- (a) On-site support unless expressly stated;
- (b) Training or user onboarding;
- (c) Support for third-party products not supplied by the Seller;
- (d) OEM configuration scripts (these may be available subject to additional costs);
- (e) Issues resulting from misuse, unauthorized changes, or unsupported configurations.

## **AD-HOC SUPPORT (no contract)**

Alternatively, the Buyer may elect to contract with NetSIM for support on a casual (hour/day/week) basis. Hourly may be on-site or remote, in both cases NetSIM will provide an estimate of the time required, this will be payable in advance. Any whole hours not used will be held as a credit for future purchases.

Days or weeks purchased are not refundable, nor are any related expenses.

This support level is not bound by any SLA and is best effort.

## **OEM SCRIPTS AND SOFTWARE**

The scripts required by most OEM's systems (which allows the interoperability between BBU and RRU) are proprietary to the OEM. NetSIM, nor any client of NetSIM by extension, have the automatic rights to use any scripts.

OEM software (sometimes required to upgrade or downgrade BBUs and RRUs for compatibility, is owned by the respective OEM. NetSIM, nor any client of NetSIM by extension, have the automatic rights to use any OEM software.

Whilst NetSIM offer a service for script creation, this is provided as a "pass through" service and NetSIM provide no guarantee of "fit for purpose", any scripts and software available to NetSIM's clients via the web portal, or other channels, is made available purely on the basis that it may be useful but carries no commitment of usefulness.

NetSIM clients may also engages directly with any source or provider where scripts and software may be available. The failure of any script or software is excluded from any warranty provisions by NetSIM.