



VEGA TECHNOLOGY LTD
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TANDBERG SERVICE PROGRAMS

As the Tandberg Platinum Partner, we are pleased to offer you 3 different service programs as follow:

- V26 – Standard Core Service
- V27 – Core Advanced Service
- V28 – Core Advanced On-Site Service

In addition, we would like to introduce one optional service program, namely:

- V38 – Vega Advance Service

Details are summarized hereunder for your information and selection.

V26 - Standard Core Service includes:

1. Help Desk Contact Information

We will provide you with your help desk contact details:

- Telephone/video contact numbers
- Hours of business
- Support e-mail address (if available)

2. Provide 1st Line End Customer Support

- Provide a telephone/video support help desk during normal business hours
- Warranty handling on your behalf (following the Tandberg RMA procedure, please see appended documents section)

V27 - Core Advanced Service includes:

1. Customer Core Service (Remote Support)

Customer Core Service is a cost effective solution for you if you do not require on-site assistance and are capable of participation in remote diagnostics and replacing a defective system, if need arises.

You will receive remote telephone/video support from us but need to perform diagnostic activities and, where necessary, follow instructions to de-install and replace the defective system.

2. Help Desk Contact Information

We provide you with your help desk contact details:

- Telephone/video contact numbers



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- Hours of business
- Support e-mail address (if available)

3. 1st Line End Customer Support includes:

- Provide a telephone/video support help desk during normal business hours
- Identify problems through preliminary trouble shooting and remote diagnostics within 2 hours
- Collaborate with the network provider to resolve network issues

4. Order Advanced Replacement Parts on Behalf of the End Customer

If a component or system is deemed faulty, we will report the problem of diagnosis to the Tandberg Technical Support Centre within 2 hours for 2nd line verification. If the fault is verified, we will then follow the Tandberg RMA procedure and submit a RMA form to Tandberg for the dispatch of a replacement part.

5. Provide Remote Assistance with Replacing Defective Items

We will provide you with remote assistance with the replacing of defective parts.

6. Delivery of Replacement Parts

The delivery method of Tandberg for replacement parts is ‘Delivered Duty Unpaid’. We are the named consignee of the replacement part and will be the responsible party of record for the deferred payment. The actual delivery address as specified on the RMA form submitted by us may be our premises or your location.

7. Replacement Part Lead Time

The Tandberg Technical Support Centre will dispatch a replacement part within 4 working hours of receipt of an RMA form from us, if notification is received before 12:00 GMT, Monday to Friday, (Norwegian holidays excluded). Tandberg endeavor to deliver replacement parts within the following times but cannot be held responsible for delays that are caused by events outside of their control:

- Northern Europe – 24 hours
- USA and Canada – 24 hours
- Southern and Eastern Europe – 48 - 72 hours
- Middle East and S. America – 72 hours
- Asia Pacific and rest of world - 96 hours

8. Collection of the Defective Unit

Collection of the faulty system will be arranged by Tandberg and in the meantime we are responsible for ensuring that the faulty item is adequately packaged in the box before Tandberg’s collection.

9. Latest Software Updates

You are entitled to the latest Tandberg software updates.



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10. New Software Release Notification

We are responsible for notifying you of software update releases from Tandberg, however, Tandberg may also notify Customers of software update releases by e-mail.

11. Delivery of New Software Updates to the End Customer

We will facilitate the downloading and remote installation of the new software update on your system.

V28 – Core Advanced On-site Service includes:

1. Help Desk Contact Information

We provide you with your help desk contact details:

- Telephone/video contact numbers
- Hours of business
- Support e-mail address (if available)

2. 1st Line End Customer Support

- Provide a telephone/video support help desk during normal business hours
- Identify problems through preliminary trouble shooting and remote diagnostics within 2 hours
- Collaborate with the network provider to resolve network issues

3. On-site Technical Support

If a fault cannot be corrected or diagnosed remotely, and if deemed necessary, we will send a technician to your premises within 24 hours to carry out on-site testing and diagnostics to determine the fault.

4. Order Advanced Replacement Parts on Behalf of the End Customer

If a component or system is deemed faulty, we will report the problem within 2 hours of diagnosis to the Tandberg Technical Support Centre for 2nd line verification. If the fault is verified, we will then follow the Tandberg RMA procedure and submit a RMA form to Tandberg for the dispatch of a replacement part.

5. Delivery of Replacement Parts

The delivery method of TANDBERG for replacement parts is ‘Delivered Duty Unpaid’. We are the named consignee of the replacement part and will be the responsible party of record for the deferred payment. The actual delivery address as specified on the RMA form submitted by us may be our premises or your location.

6. Replacement Part Lead Time

The Tandberg Technical Support Centre will dispatch a replacement part within 4 working hours of notification, if notification is received before 12:00 GMT, Monday to Friday, (Norwegian public holidays excluded).



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Tandberg endeavors to deliver replacement parts within the following times but cannot be held responsible for delays that are caused by events outside of their control:

- Northern Europe – 24 hours
- USA and Canada – 24 hours
- Southern and Eastern Europe – 48-72 hours
- Middle East and S. America – 72 hours
- Asia Pacific and rest of world – 96 hours

7. On-site Replacement of Defective Parts

We are responsible for tracking the delivery of the replacement part with Tandberg for you. Upon receipt of the replacement part, we will send a technician to your premises to install the new part.

8. Collection of the Defective System

Collection of the faulty system will be arranged by Tandberg and in the meantime we are responsible for ensuring that the faulty item is adequately packaged in the box before Tandberg's collection.

9. Latest software updates

You will be entitled to the latest Tandberg software updates.

10. Software Update Notification

We are responsible for notifying you of software update releases from Tandberg

11. Receipt and Download of New Software Updates

We will facilitate the downloading of software via the Tandberg Web Key Release Generator and provide remote installation support to you.

V38 - Vega Advanced Service includes

V38 is an optional advanced service to be chosen together with any one of the above 3 standard service programs. Under this service program you are entitled to our supply and installation the on-loan unit, thereby ensuring that your video-conferencing system can be operated in normal condition during the period of hardware failure.

When found, the defective unit shall be sent to Tandberg's service center in Norway for repair or exchange of a new replacement. As soon as the repaired unit or replacement unit has been received from Tandberg's service center, we will arrange to re-install it and at the same time dismantle and take back the said on-loan unit.