

## Scope

Dealer and end user program targeted to provide increased value of products and services to the customer.

## Overview

Code Blue Corporation is committed to manufacturing and supplying best-of-class security communication products. Recognizing that technology is not static, we work to continuously improve our products and to increase their operational value to our customers. The ToolVox® Communication Manager Server components are warranted for 12 months from date of purchase. ToolVox configuration, training and support are a purchased component typically ordered at the time of the ToolVox purchase and recommended for proper system commissioning and operation. Additional support hours are available in 1, 5 and 10 hour packages. ToolVox hosted software; Unit Programming and Diagnostic (UPD), Event Management System (EMS) and Blue Alert® Mass Notification System software are shipped preloaded with the appropriate operational licensed key at the time of purchase.

## ToolVox

### Maintenance and Support Protection

The ToolVox Maintenance and Support Protection Program agreement provides customers with extended server hardware component coverage (repair or replacement @ Code Blue's discretion) and operating system (OS) support during the program plan period. The Maintenance and Support Protection program agreement must be kept in effect contiguously and must be ordered prior to the expiration of the twelve month warranty period of the initial ToolVox purchase to qualify. The renewal will become effective on the day following the expiration date of the expired agreement provided a purchase order is received by Code Blue prior to the expiration date. Program costs are per ToolVox Communication Manager and outlined below.

### Additional Software License Purchases

A customer may purchase additional license keys for available software modules hosted on ToolVox and upon purchase be eligible for purchase of the Software Update Protection for that additional software module protection.

## Technical Support

Paid technical support hours are included with the purchase of the ToolVox Maintenance and Support Protection Program and are outlined below. Additional technical support hours are available as needed, contact Customer Service for information.

## ToolVox Protection Program

Annual ToolVox Maintenance & Support	ToolVox Standard	ToolVox Advanced
	\$1250 List 1 hr	\$1895 List 2 hr

## ToolVox

### Software Update Support

The Software Update Protection agreement provides customers with access to periodic updates including minor releases which apply to the base system for which they originally purchased. The Software Update Protection agreement must be kept in effect contiguously. The renewal will become effective on the day following the expiration date of the expired agreement provided a purchase order is received by Code Blue prior to the expiration date. Support program costs are per ToolVox Communication Manager and outlined below.

### Plan Period

The term for the Plan Period if activated, shall begin the day after the expiration of the 12 month warranty and provide coverage for one year. The term date begins when the customer first licenses the base product and coverage expires for all portions of the program(s) at the end of the term plan period regardless of whether portions of additional software coverage are purchased throughout a given plan year.

## Annual Software Update Support

UPD	\$550 List
EMS	\$575 List
Ems Adv.	\$995 List
Blue Alert	\$575 List