

This Product Scope of Support Terms and Conditions Document (“T&C Document”) sets forth the terms under which ANTLabs Pte Ltd, (“ANTLabs”) upon Customer’s payment of applicable fees and successful registration for support, will provide technical support and hardware repair and/or replacement services to Customer for InnGate, IG 3100, IG 4 & SG 4 products (“Product”), either directly or indirectly through ANTLabs authorized service representatives. This T&C Document should be read in conjunction with the **Product Support Agreement** and the **Product Support Policies and Procedures** documents. ANTLabs, at its sole discretion, may change this policy at any time. The most current version of this Procedure Document can be found on ANTLabs Support Portal.

Product Scope of Support Terms and Conditions

1 Definitions

In all Product support matters, the following definitions shall apply:

1. **Product Support Agreement:** Refers to the specific details of the support agreement between ANTLabs and the Customer, defining Type of Coverage, Customer information and InnGate, IG 3100, IG 4 & SG 4 product information.
2. **Product Scope of Support:** This document explains the different available support plans available and the scope of the support coverage offered by each plan.
3. **ANTLabs Support Portal:** Refers to <https://www.antlabs.com/support>
4. **Support Contact:**
 - a. **Phone:**
 - i. **SG:** +65-6100-SUPP (+65-6100-7877)
 - ii. **US:** +1-858-2175147
 - b. **Email:** tech-support@antlabs.com
5. **Accessories.** The following are support accessories:
 - a. Account Printer AP2100
 - b. Account Printer AP3100
 - c. IG 3100 power adapter
 - d. IG 4110, IG 4100 and IG 4101 power adapter
 - e. 10 GB cards
 - f. SG 4 - SFP+ Multi-mode SR Connectors
 - g. SG 4 - SFP+ Single-mode LR Connectors
 - h. SG 4 - SFP+ Copper RJ-45 10GbE Transceiver Connectors
 - i. SG 4 – 10 GE Fibre / UTP upgrade
 - j. IG 4210 - 10 GE Fibre Upgrade (per gateway)
 - k. IG 4210 - SFP+ Multi-mode SR Connectors
 - l. IG 4210 - SFP+ Single-mode LR Connectors
 - m. IG 4210 - SFP+ Copper RJ-45 10GbE Transceiver Connectors
 - n. IG 4210 - Sliding Rails Mounting Kit

2 Standard Product Warranty

For customers that purchase ANTLabs product, it comes with product warranty, which varies based on product series. This assurance represents our commitment in providing high quality products and services, giving peace of mind to our customers.

For InnGate Products, this Product Warranty (1st Year only) consists of:

- E-series and G-series: Premium Plus Support Plan

For IG 3100, IG 4100 / 4101 (For India only) Products, this Product Warranty (1st Year Premium Care) consists of:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription
- Standard HW RMA

For IG 4110 Products, this Product Warranty (1st 3 Years Premium Care only) consists of:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription
- Standard HW RMA
- Power adaptor warranty is limited to 1st Year only

For IG 4210 / 4200 Products, this Product Warranty (1st Year Premium Care) consists of:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription
- Advanced HW RMA

For SG 4200/4210/4300/4400 Products, this Product Warranty (1st 3 Years Standard HW RMA) consists of:

- Standard HW RMA

N.B: For SG 4220/4410 Products, Extended Product Warranty must be purchased separately.

2.1.1 Standard Product Warranty Start Date

The start date of product warranty is determined based on the following parameters:

1. The product shipment / delivery date (**DO date**)
2. Online Activation Date (**OA date**)
3. Voucher Activation Date (**VA date**)

Product Models	Conditions	Product Warranty Start Date
InnGate, IG 3100, SG 4	Products with Online Activation - OA date <= 90 days of DO Date	OA date
	Products with Online Activation OA date > 90 days of DO Date	DO date + 90 days
IG 4	Products with Voucher activation VA date <= 90 days of DO Date	VA date
	Products with Voucher activation VA date > 90 days of DO Date	DO date + 90 days

3 Extended Product Warranty & Support Options

The following are the available Extended Warranty and Support options that can be separately purchased together with the Product.

Maintenance Packages	24 x 7 phone Support	24 x 7 email Support	Software Subscription	Standard HW RMA	Advanced HW RMA	NBD Onsite HW Servicing ¹	Others
InnGate 3.10							
E-series (Premium Plus)	√	√	√			√	
E-series (Software Care)	√	√	√				
IG 3							
IG 3100 (HW Care)				√			
IG 3100 (SW Care)	√	√	√				
IG 3100 (Premium Care)	√	√	√	√			
IG 3100 (Advanced NBD Care)					√		
IG 4							
IG 4100 & IG 4101 (HW Care)				√			
IG 4100 & IG 4101 (SW Care)	√	√	√				
IG 4110, IG 4100 & IG 4101 (Premium Care)	√	√	√	√			
IG 4210 / 4200 (HW Care)					√		
IG 4210 / 4200 (SW Care)	√	√	√				
IG 4210 / 4200 (Premium Care)	√	√	√		√		
SG 4							
SG 4 (Premium Care, formerly known as Basic Care Uplift)	√	√	√			√ ²	
SG 4 (Premium Plus Care, formerly known as Premium Care Uplift)	√	√	√			√ ²	√ ³

¹ refer to Appendix B for the list of supported countries.

² covers HA unit.

³ remote troubleshooting, hardware failure notifications, yearly health check, patch assistance.

4 Support Plans

The following provide descriptions of the available support plans available for the InnGate 3, IG 3100, IG 4 and SG 4:

4.1 InnGate 3.10 Support Plans

4.1.1 Premium

This is a yearly maintenance plan that provides additional 1 year of extended warranty. The maximum period of extension is up to 5 years from warranty start date.

Extended Warranty includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription
- Standard HW RMA

This extended warranty does not cover the M-series power adapter.

4.1.2 Premium Plus

This is a yearly maintenance plan that provides additional 1 year of extended warranty. The maximum period of extension is up to 5 years from warranty start date.

Extended Warranty includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription
- NBD Onsite HW Servicing (refer to [Appendix B](#) for list of supported countries)

4.1.3 Software Care (Year 2 and 3)

This plan can be purchased anytime within 3 years from product warranty start date. It extends software subscription and support from the standard 1 year to 3 years.

Software subscription and support includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription

4.1.4 Software Care (Year 4 and 5)

This plan can only be purchased if you have purchased Software care (Year 2 and 3) or Premium Plus. It extends software subscription and support from 3 years to 5 years.

Software subscription and support includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription

4.2 IG 3100 Support Plans

4.2.1 Software Care (Year 2 and 3)

This plan can be purchased anytime within 3 years from product warranty start date. It extends software subscription and support from the standard 1 year to 3 years.

Software subscription and support includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription

4.2.2 Hardware Care (Year 2 and 3) – purchased within 1st Year

This plan can be purchased anytime within 1 year from product warranty start date. It extends hardware warranty from the standard 1 year to 3 years.

Hardware warranty includes:

- Standard HW RMA. This extended warranty does not cover the IG 3100 power adapter.

4.2.3 Hardware Care (Year 2 and 3) - Out of Warranty

This plan can be purchased anytime after 1 year and within 3 years from product warranty start date. It can only be applied on a product, which is in good working condition to allow for activation of plan. Faulty hardware will not be covered under this plan. It extends hardware warranty from the standard 1 year to 3 years.

Hardware warranty includes:

- Standard HW RMA. This extended warranty does not cover the IG 3100 power adapter.

4.2.4 Premium Care (Year 2 and 3)

This plan can be purchased upfront and must be activated within 14 days from product activation. It extends software subscription / support and hardware warranty to 3 years from product warranty start date.

Software subscription and support includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription

Hardware warranty includes:

- Standard HW RMA. This extended warranty does not cover the IG 3100 power adapter.

4.2.5 Advanced NBD Care (Year 2 and 3)

This plan can only be purchased anytime within 3 years from the product warranty start date as long as the customer has also purchase either Hardware Care or Premium Care Bundle for the product. It provides Advanced hardware replacement on next business day for 3 years from product warranty start date.

This plan is currently available in US and Singapore only

4.2.6 Software Care (Year 4 and 5)

This plan can only be purchased if you have purchased Software care (Year 2 and 3) or Premium Care (Year 2 and 3). It extends software subscription and support from 3 years to 5 years.

Software subscription and support includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription

4.2.7 Hardware Care (Year 4 and 5)

This plan can only be purchased if you have purchased Hardware care (Year 2 and 3) or Premium Care (Year 2 and 3). It extends hardware warranty from 3 years to 5 years.

Hardware warranty includes:

- Standard HW RMA. This extended warranty does not cover the IG 3100 power adapter.

4.3 IG 4 Support Plans

4.3.1 Software Care (Year 2 and 3)

This plan can be purchased anytime. It extends software subscription and support from the standard 1 year to 3 years.

Software subscription and support includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription

4.3.2 Hardware Care (Year 2 and 3)

This plan can be purchased anytime. It extends hardware warranty from the standard 1 year to 3 years.

Hardware warranty includes:

Model: IG 4100 and IG 4101 (For India only)

- Standard HW RMA. This extended warranty does not cover power adapter.

Model: IG 4210 and IG 4200

- Advanced HW RMA

4.3.3 Premium Care (Year 2 and 3)

This plan can be purchased anytime. It extends software subscription / support and hardware warranty from the standard 1 year to 3 years from product warranty start date.

Software subscription and support includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription

Hardware warranty includes:

Model: IG 4100 and IG 4101 (For India only)

- Standard HW RMA. This extended warranty does not cover power adapter.

Model: IG 4210 and IG 4200

- Advanced HW RMA

4.3.4 Software Care (Year 4 and 5)

This plan can only be purchased if you have purchased Software care (Year 2 and 3) or Premium Care (Year 2 and 3). It extends software subscription and support from 3 years to 5 years.

Software subscription and support includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription

4.3.5 Hardware Care (Year 2 and 3)

This plan can only be purchased if you have purchased Hardware care (Year 2 and 3) or Premium Care (Year 2 and 3). It extends hardware warranty from 3 years to 5 years.

Hardware warranty includes:

Model: IG 4100 and IG 4101 (For India only)

- Standard HW RMA. This extended warranty does not cover power adapter.

Model: IG 4210 and IG 4200

- Advanced HW RMA

4.3.6 Premium Care (Year 4 and 5)

- This plan can only be purchased if you have purchased both Software care (Year 2 and 3) and Hardware Care (Year 2 and 3) or Premium Care (Year 2 and 3). It extends software subscription / support and hardware warranty from 3 years to 5 years from product warranty start date.
- IG 4110 only: This plan can be purchased anytime. It extends software subscription / support and hardware warranty from the standard 3rd year to 5th year from product warranty start date.

Software subscription and support includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription

Hardware warranty includes:

Model: IG 4110, IG 4100 and IG 4101 (For India only)

- Standard HW RMA. This extended warranty does not cover power adapter.

Model: IG 4210 and IG 4200

- Advanced HW RMA

4.3.7 Premium Care (Year 6)- Available in IG 4210 and IG 4200 only

This plan can only be purchased if you have purchased both Software care (Year 4 and 5) and Hardware Care (Year 4 and 5) or Premium Care (Year 4 and 5). It extends software subscription / support and hardware warranty from 5 years to 6 years from product warranty start date.

Software subscription and support includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription

Hardware warranty includes:

- Advanced HW RMA

4.4 SG 4 Support Plans

4.4.1 Premium Care (formerly known as Basic Care Uplift)

This is a yearly maintenance plan that provides additional 1 year of uplift warranty. The maximum period of extension is up to 6 years from warranty start date.

Uplift warranty includes:

- 24 x 7 phone support
- 24 x 7 email support
- Software Subscription
- NBD Onsite HW servicing, covers HA unit (refer to [Appendix B](#) for list of supported countries)
- For ANTI Labs custom portal and external System Integration
 - Covers bugs and compatibility fixes

4.4.2 Premium Plus Care (formerly known as Premium Care Uplift)

This is a yearly maintenance plan that provides additional 1 year of uplift warranty. The maximum period of extension is up to 6 years from warranty start date.

Uplift warranty includes:

- 24 x 7 phone support

- 24 x 7 email support
- Software Subscription
- NBD On-Site HW servicing, covers HA unit (refer to [Appendix B](#) for list of supported countries)
- Others
 - Remote troubleshooting,
 - Hardware failure notifications
 - Yearly health check
 - Patch assistance
- For ANTI labs custom portal and external System Integration
 - Covers bugs and compatibility fixes
 - Covers configuration changes, image replacements

5 Support Components

5.1 Phone Support (24 x 7)

ANTlabs will provide telephone support for any Product covered by this T&C Document. Such support will consist of responding to trouble calls as reasonably required to make the Product perform as described in the current product specifications. Customer support will be provided in accordance with ANTI labs' support policies that are found in the document Product Support Policies and Procedures.

All support cases are handled directly by trained support engineers:

- Phone: +65 6100-SUPP (+65 6100-7877)
- For US Customer: +1-858-217-5147

5.2 Email Support (24 x 7)

ANTlabs will provide support via email (tech-support@antlabs.com) for any Product covered by this T&C Document.

5.3 Software Subscription

Customer is entitled, at no charge, to software patches of covered products, such as bug fixes and new releases that are generally made available at no additional cost to ANTI labs' customers that have a valid product software subscription for the relevant time period. The foregoing right shall not include any options, upgrades or future products which ANTI labs or third party vendors charge for as a separate product or where Customer's installed hardware platform has no further upgrades available according to either (i) the applicable product release notes provided with each release or (ii) a written end-of-life announcement communicated to Customer by ANTI labs. ANTI labs is not obligated to provide hardware upgrades to ensure compatibility with new software versions of its products or to ensure that new software versions of its products are compatible with outdated hardware platforms.

5.4 ANTI labs Cloud Services (ACS) Lite Subscription

ANTlabs Cloud Service (ACS) is an online information service, which provides a centralised platform to manage and gather data from one or more gateways. ANTI labs' customer whose

gateway meets the [minimum software requirement](#) is entitled to use ACS Lite at no additional charge.

5.5 Standard Hardware (HW) RMA

Under this option, the customer can report a faulty hardware unit to ANTLabs support. Upon confirmation of the hardware fault, the standard RMA process will be triggered. A replacement unit will be shipped out to the customer on the next business day (Singapore Time) after ANTLabs receives the faulty unit¹. The replacement unit may be new or refurbished at the discretion of ANTLabs.

Customer is responsible for backing up, properly storing configuration files and implementation of those setting on the replacement hardware. The replacement system will be new or refurbished at the discretion of ANTLabs.

The faulty unit must be returned to ANTLabs authorized distributor within twenty (20) days. If not, the full purchase price will be charged to the customer.

5.6 Advanced Hardware (HW) RMA

This is an enhancement to standard hardware RMA, which improves the turn-around time for the customer.

Under this option, the customer can report a faulty hardware unit to ANTLabs support. Upon confirmation of the hardware fault, the RMA process will be triggered. A replacement unit will be shipped out to the customer on the next business day (Singapore) after ANTLabs receives the completed signed RMA request form before 16:00 (Singapore Time) Monday to Friday¹. The replacement unit may be new or refurbished at the discretion of ANTLabs.

Customer is responsible for backing up, properly storing configuration files and implementation of those setting on the replacement hardware. The replacement system will be new or refurbished at the discretion of ANTLabs. RMA unit receives a thirty (30) day hardware warranty or the remainder of the original hardware warranty or active maintenance contract, whichever is longer.

The faulty unit must be returned to ANTLabs authorized distributor within twenty (20) days. If not, the full purchase price will be charged to the customer.

5.7 NBD (Next Business Day) Onsite Servicing

This is an advanced hardware replacement / servicing option whereby replacements parts and our support engineer are sent to customer site on the next business day upon confirmation of RMA. This support option can place a certified engineer at the customer's location the next business day (local), after completion of troubleshooting when ANTLabs support accepts and logs a system hardware fault before 16:00 (local time) Monday to Friday, subject to parts availability. Service is performed on-site at the customer's location and is available Monday - Friday from 9:00 to 17:00 excluding normally observed local holidays.

¹ANTlabs will use reasonable effort to ship out the replacement unit. However, response time may vary, subject to local customs regulations or replacement unit availability.

The End User information (customer name, address, contact number) must be present to activate this level of RMA. Refer to the ANTLabs Support Portal or [Appendix A](#) for a sample of the form. Incorrect or incomplete information about the End User will result in this service delivery and may affect the promised service level agreement.

In addition, this level of RMA service is only applicable to products purchased in the specific supported countries and will not apply to parallel-imported units. For example, for a unit purchased in the US, onsite support can only be provided to an address in the US. Refer to ANTLabs Support Portal or Appendix B for the most current list of supported countries. For countries not in the supported list, the support level will fall back to the Hardware RMA (replacement) option detailed above.

All claims filed for hardware units that fail will be repaired at the discretion of ANTLabs. RMA parts / components receive a sixty (60) day hardware warranty or the remainder of the original hardware warranty or active maintenance contract, whichever is longer.

6 Accessories Support

Accessories with one (1) year hardware warranty from the date of Delivery Order (DO).

- a. Account Printer AP3100
- b. Account Printer AP2100
- c. Power adapters (IG 3100, IG 4110, IG 4100 and IG 4101)

Accessories with three (3) months warranty from the date of Delivery Order (DO).

- d. 10 GB cards
- e. SG 4 – 10 GE Fibre / UTP upgrade
- f. IG 4210 - 10 GE Fibre Upgrade (per gateway)

Accessories with Damaged/ Dead on Arrival policy - If on delivery to you. the product packaging has obvious damage or upon opening the packaging, the product is found to have sustained physical damage or shows symptoms of a hardware failure

- g. SG 4 - SFP+ Multi-mode SR Connectors
- h. SG 4 - SFP+ Single-mode LR Connectors
- i. SG 4 - SFP+ Copper RJ-45 10GbE Transceiver Connectors
- j. IG 4210 - SFP+ Multi-mode SR Connectors
- k. IG 4210 - SFP+ Single-mode LR Connectors
- l. IG 4210 - SFP+ Copper RJ-45 10GbE Transceiver Connectors

Any hardware failures, replacement or repair is performed via the Returns Material Authorization (RMA) procedure.

7 Software Vouchers

With effective from 1st June 2019, all software vouchers (Device license upgrade, modules, maintenance and ACS subscription) have two (2) years validity from the date of issue. ANTI Labs Authorized Resellers can re-validate voucher once before the end of Year 3 from date of issue. An administrative fee of USD 15 per voucher will be charged for re-validation.

For re-validation, the old voucher will be disabled and a new voucher (with 1-year validity) will be issued. Extending voucher validity does not mean extension of support for the gateway.

8 Recertification

Requests for maintenance on Products purchased from sources other than an ANTI Labs Authorized Reseller or directly from ANTI Labs, or where maintenance has lapsed on the Product for more than sixty (60) days, will first be subject to a health check and inspection by an ANTI Labs representative at the rate of US\$250 per unit payable to ANTI Labs. The inspection will determine if the unit is at a maintainable state and eligible for coverage.

Once the unit has passed inspection, a maintenance contract and additional services may be purchased at the current published rates. The customer is also required to purchase maintenance support at the then-current standard maintenance fee pro-rated for the time period during which no maintenance was in effect.

After completing the purchase of maintenance, software subscription and support will take up to five (5) days to be reflected on the system while hardware warranty support may take up to fourteen (14) days to take effect.

9 Restrictions

Services provided by ANTI Labs under this Agreement are limited to the covered Product and are contingent upon the Customer's proper use of the Product in the application for which it was designed. ANTI Labs will not be obligated to provide any service or to correct any malfunction, damage or other problem if the product: (a) has been altered, except by ANTI Labs or an ANTI Labs-designated representative or in accordance with ANTI Labs instructions, (b) has not been installed, operated, repaired, or maintained in accordance with ANTI Labs instructions, (c) has been subjected to abnormal physical or electrical stress, misuse, negligence or accident, (d) has been operated outside of the environmental specifications for the Product or (e) is related to configuration of Customer's network beyond that necessary to the use or installation of the Product.

ANTI Labs reserves the right to limit or terminate development support (including error correction services) of any product version one (1) year after the date of release of a subsequent Product version in accordance with its end of life (EOL) policies. The foregoing restriction shall apply even if Customer elects to install a Product version other than the then-currently shipping version of the Product.

10 Limitation of Liability and Disclaimer of Warranty

ANTI Labs sole obligation and liability hereunder is for the service and repair of the Products covered under this Agreement. ANTI Labs will have no further obligation or liability beyond such service and repair. **IN NO EVENT WILL ANTI Labs BE LIABLE FOR ANY DAMAGE**

RESULTING FROM LOSS OF USE, DATA, PROFIT, OR BUSINESS, OR FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING FROM AN ACTION OF CONTRACT, TORT OR OTHER LEGAL THEORY. ANTIlabs LIABILITY FOR DAMAGES FOR ANY CAUSE, WHATSOEVER, AND REGARDLESS OF THE FORM OF ACTION (IN CONTRACT OR TORT) WILL BE LIMITED TO THE SERVICE FEE ACTUALLY PAID UNDER THIS AGREEMENT. ANTIlabs DISCLAIMS ALL WARRANTIES HEREUNDER, WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE OR USE.

11 General Provisions

11.1 Non-Assignment and Non-Transferability

Customer may not transfer its support agreement to a third party without ANTIlabs prior written consent. Support agreement entitlements are not transferable between products or customers. A support agreement cannot be transferred from one product to provide coverage on another product, unless this transfer is in connection with an RMA replacement. Support agreements do not transfer with product title transfers between Customer and any third party without the prior written consent of ANTIlabs and payment of a re-certification fee.

11.2 Force Majeure

ANTIlabs will exercise reasonable efforts to meet its obligations hereunder, but will not be liable or in default under this Agreement due to the delays in delivering materials or furnishing services resulting from any cause beyond its reasonable control including, but not limited, to acts of God, weather, strikes, labor disputes, transportation difficulties, and/or any other cause whatsoever.

11.3 Governing Law

All controversies regarding these terms and conditions will be governed by and construed in accordance with the laws of the Republic of Singapore, without regard to its conflicts of law rules.

11.4 Term and Termination

The support agreement shall enter into effect on the date of purchase of the Support (as written on the Support agreement). The minimum support contract period is 12 months.

11.5 Amendments

No modification or claimed waiver of any provision of the support agreement shall be valid except by written amendment signed by authorized representatives of Customer and ANTIlabs.

11.6 Waiver of Contractual Rights

Waiver of any provision herein shall not be deemed a waiver of any other provision herein, nor shall waiver of any breach of the support agreement be construed as a continuing waiver of other breaches of the same or other provisions of the support agreement.

11.7 Severability

If any provision or provisions of the support agreement shall be held to be invalid, illegal, and unenforceable or in conflict with the law of any jurisdiction, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

11.8 Entire Agreement

The support agreement constitutes the entire agreement of the parties and supersedes all prior communications, understandings and agreements relating to the subject matter hereof, whether oral or written.

Appendix A

Form SA05

Ref No : SACIF - - -

Customer Information Form

The information provided in this document is for product registration purpose and allow ANTI labs to provide relevant support to all valid ANTI labs hardware and software. With effect from 01 Jan 2013, all Purchase Order to ANTI labs must attach this form with full customer information.

ANTI labs will handle information given in this document on a strictly confidential basis.

Purchase Order No : _____

A: End-Customer Information

Company Name : _____

Company Address : _____

Country / State : _____

Contact Person : _____

Title / Position : _____

Contact Number : () _____

Fax Number : () _____

Email Address : _____

Hardware Serial No : _____ (For purchasing of software module)

B: For Internal Use Only

Received and Acknowledged by : _____

Name / Signature

Date / Time

Appendix B

NBD Onsite HW Servicing supported countries

ANTlabs will have no obligation to provide Support Services with respect to Equipment that is outside the Service Area.

“Service Area” means a location that is within (i) one hundred (100) drivable miles of an ANTI labs service location; and (ii) the same country as the ANTI labs service location, unless otherwise defined in your governing agreement with ANTI labs, in which case the definition in the governing agreement prevails.

Do contact your account manager to verify if your address is within the Service Area.

Americas				EMERA				APJ			
1	Antigua & Barbuda	22	Honduras	1	Austria	22	Iraq	43	Portugal	1	Australia
2	Argentina	23	Jamaica	2	Algeria	23	Ireland	44	Qatar	2	Bangladesh
3	Aruba	24	Mexico	3	Angola	24	Israel	45	Romania	3	Brunei
4	Bahamas	25	Nicaragua	4	Bahrain	25	Italy	46	Russia	4	China
5	Barbados	26	Panama	5	Belgium	26	Jordan	47	Saudi Arabia	5	Hong Kong
6	Bermuda	27	Paraguay	6	Botswana	27	Kazakhstan	48	Serbia	6	India
7	Bolivia	28	Peru	7	Bulgaria	28	Kenya	49	Slovakia	7	Indonesia
8	Brazil	29	Puerto Rico	8	Cote D'Ivoire	29	Kuwait	50	Slovenia	8	Japan
9	British Virgin Islands	30	Suriname	9	Croatia	30	Latvia	51	South Africa	9	Macau
10	Canada	31	Trinidad & Tobago	10	Czech Republic	31	Libya	52	Spain	10	Malaysia
11	Cayman Islands	32	United States	11	Denmark	32	Lithuania	53	Sweden	11	New Zealand
12	Chile	33	US Virgin Islands	12	Egypt	33	Luxembourg	54	Switzerland	12	Philippines
13	Columbia	34	Uruguay	13	Estonia	34	Monaco	55	Tanzania	13	Singapore
14	Costa Rico	35	Venezuela	14	Ethlopiya	35	Morocco	56	Tunisia	14	South Korea
15	Dominica			15	Finland	36	Mozambique	57	Turkey	15	Sri Lanka
16	Dominican Republic			16	France	37	Namibia	58	Uganda	16	Taiwan
17	Ecuador			17	Germany	38	Netherlands	59	Ukraine	17	Thailand
18	El Salvador			18	Ghana	39	Nigeria	60	United Arab Emirates	18	Vietnam
19	Grenada			19	Greece	40	Norway	61	United Kingdom		
20	Guatemala			20	Hungary	41	Oman	62	Vatican City/ Holy See		
21	Guyana			21	Iceland	42	Poland				