

SCHEDULE C

SERVICE PLANS	ESSENTIAL	ADVANTAGE	ELITE
Online Customer Portal Access ¹	Yes	Yes	Yes
Documentation and Manuals	Yes	Yes	Yes
Training, Repair, and Instructional Videos	Yes	Yes	Yes
Creation of Support Ticket for tracking and monitoring	Yes	Yes	Yes
Email updates on ticket status	Yes	Yes	Yes
Technical support response time from initial contact	4 hours	4 hours	2 hours
Technical support contact for the customer during business hours ²	No Charge	No Charge	No Charge
Technical support contact for the customer AFTER business hours ³	\$299/hour	\$199/hour	No Charge
Outbound shipping paid by Real Time Networks	N/A	Ground (3-5 business days)	Expedited (1-2 business days)
Inbound shipping paid by Real Time Networks	Yes	Yes	Yes
Latest KeyTracer Software Version updates, including existing add-on module updates ⁴	Yes	Yes	Yes
Latest Hardware Firmware Version updates ⁴	Yes	Yes	Yes
Advanced Hardware Replacement ⁵	N/A	Yes	Yes
Onsite service rates (minimum 2-hour charge) ⁶	\$299/hour	\$249/hour	\$149/hour
Discounts on consumables ⁷	None	None	15%
Discounts on replacement parts not covered under warranty	None	5%	15%

Notes

¹Online Customer Portal

RTN's online Customer Portal contains hundreds of support resources, including how-to videos, training materials, maintenance guides and other documentation to support your KeyTracer systems. The Customer Portal is available 24/7/365 via any web-based browser.

²Technical Support (business hours)

Unlimited technical support is available via phone and web during business hours (9:00 am to 7:00 pm ET).

³After Hours Technical Support

After hours technical support is available via phone.

⁴Latest KeyTracer Software Versions

Receive the latest version updates, including existing add-on module updates. Applies only to software already purchased with the system and doesn't include new modules. Does not include additional users or objects. Does not include software merging, or server setup or server relocation services or fees. Firmware updates are bundled with software version updates. Some older key modules may require manual updates with an update tool. Update tool and related shipping IS NOT included under this plan.

⁵Advanced Hardware Replacement

RTN ensures you are up and running quickly by shipping a replacement product after a technical support representative has confirmed the product is defective and cannot be repaired or restored remotely. You have up to 30 days to return the defective product. Covered hardware includes: key cabinets, doors and door strikes; key modules and backplanes; terminals and readers; power supplies and backup batteries.

⁶Onsite service rates

Hourly fees are for technician's time and do not include travel related expenses.

⁷Consumables

Consumables include the following items: key rings (any size), one time use seals, descaling tool, key fobs or key fob kits, tamper proof cables, and fingerprint prisms.

**Effective for plans purchased after December 1, 2023, unless otherwise provided for by Real Time Networks Inc. in writing. All rights reserved by Real Time Networks Inc. Programs are subject to change without notice.*