Technical Support Service Terms & Conditions

1. Supply of Services

1.1 Altai Technologies Limited ("Altai") shall provide the following tier-2 support services (the "Services") to the customer (the "Customer") in accordance with this technical support service terms & conditions (the "Agreement"):

(a) Technical support service;
(b) Troubleshooting support service;
(c) Software upgrade support service; and
(d) Web access to technical documentation

Details of the services are described in Section 4 to 7.

1.2 This Agreement does not cover hardware warranty, repair, replacement or maintenance services.

2. Products Applicable

This Agreement shall apply to the following products (the "Products"):

(a) Altai A660 series outdoor tri-radio Wi-Fi 6 mesh access point ("A660")
(b) Altai C260 series outdoor dual-band Wi-Fi 6 access point ("C260")
(c) Altai i760 indoor dual-band Wi-Fi 6 access point ("i760")
(d) Altai M360-X industrial dual-band Wi-Fi 6 CPE/AP ("M360")
(e) Altai AX600 series Wi-Fi 6 access point ("AX600");
(f) Altai CX600 Wi-Fi 6 access point ("CX600");
(g) Altai IX600 Wi-Fi 6 access point ("IX600");
(h) Altai A8n and A8n(ac) series Super WiFi base station ("A8n");
(i) Altai A3 series WiFi access point ("A3");
(j) Altai A2 series WiFi access point/ bridge ("A2");
(k) Altai AX500 series WiFi access point ("AX500");
(l) Altai IX500 WiFi access point ("IX500");
(m) Altai CX200 WiFi access point ("CX200");
(n) Altai VX200 dual-band industrial WiFi CPE/AP ("VX200");
(o) Altai C2s series Super WiFi CPE/AP ("C2s");
(p) Altai C1n series Super WiFi CPE/ AP ("C1n");
(q) Altai BX series wireless bridge ("BX");
(r) Altai MIS industrial switch series ("MIS");
(s) AltaiCare Cloud ("AltaiCare Cloud");
(t) AltaiCare On-Premises ("OP");
(u) AltaiCare Mini (Mini) and
(v) AltaiGate ("AltaiGate").

3. Order, Charges and Payment

3.1 Altai shall invoice the Customer once a purchase order for the Services (the "Order") is signed by and between Altai and the Customer, with the information of period of Service (the "Service Period"), service starting date (the "Starting Date") and corresponding charges (the "Charges") specified in the Order.

3.2 The Customer must pay the 100% Charges to Altai within thirty (30) days from the date of invoice or seven (7) days before the Starting Date, whichever is earlier (the "Due Date"), by banking remittance at cost of the Customer to the following Altai bank account:

Bank name:	Bank of China (Hong Kong) Limited
SWIFT address:	BKCHHKHH
Account name:	Altai Technologies Limited
Account no.:	012-566-9-202828-3(for US dollars)
Branch Address:	Shop 20, Level 1, Lucky Plaza, 1-15 Wang Pok street, Shatin

3.3 The Customer shall fax or email the payment receipt to Altai's sales representative upon completion of payment. The fax number is +852 2607 4021.

3.4 If the Customer does not pay the Charges by the Due Date, Altai may suspend the provision of any Services until the date the payment receipt is received. Altai will not be liable for any penalties from or lost to the Customer before the date of receipt of payment. In case of payment after the Due Date, the Effective Date and Service Period of the Order will remain unchanged.

3.5 Altai may suspend or terminate this Agreement in case that the payment of Charges is not received for more than thirty (30) days after the Due Date.

4. Technical Support Service

4.1 Technical support service refers the tier-2 support related to the installation, configuration and commissioning of the Products shipped to the Customer, as well as network design verification.

4.2 Altai shall provide the Customer with technical support service primarily via the Service Desk (also known as the Ticket System) on Altai's website, which can be accessed along the path Homepage→PARTNERS→Service Desk or through the URL https://support.altaitechnologies.com directly.

4.3 Altai may also provide the Customer with technical support service by means of telephone, instant messaging (e.g. Skype, WhatsApp, WeChat) or email during office hours, and email during non-office hours. The telephone and email for Altai Professional Services Support Centre are +852 3758 6040 and support@altaitechnologies.com respectively. Instant messaging channel can be set up when dedicated support engineer is assigned as necessary.

4.4 Office hours are defined as 09:00 am to 05:00 pm Hong Kong Time (GMT +08:00) Monday through Friday excluding public holidays in Hong Kong.

4.5 Altai shall reply to the technical support enquiries within two (2) working days.

5. Troubleshooting Support Service

5.1 Troubleshooting support service refers particularly to the diagnosis of the causes leading to symptoms of system failure or malfunction related to the Product, and to provide possible solutions such that the problem can be solved. It is also regarded as a process to determine whether defective equipment shall be returned to Altai for repair/replacement or not.

5.2 Altai shall provide the Customer with troubleshooting support service primarily via the Service Desk (also known as the Ticket System) on Altai's website, which can be accessed along the path Homepage→PARTNERS→Service Desk or through the URL https://support.altaitechnologies.com directly.

5.3 Altai may also provide the Customer with troubleshooting support service by means of telephone, instant messaging (e.g. Skype, WhatsApp, WeChat), email, as well as through telnet and web admin if remote access to the Product is available during office hours, and email during non-office hours. The telephone and email for Altai Professional Services Support Centre are +852 3758 6040 and support@altaitechnologies.com respectively. Instant messaging channel can be set up when dedicated support engineer is assigned as necessary.

5.4 Office hours are defined as 09:00 am to 05:00 pm Hong Kong Time (GMT +08:00) Monday through Friday excluding public holidays in Hong Kong.

5.5 The Customer shall report product defects and request for troubleshooting service via Altai Ticket System. When submitting a ticket, the Customer shall provide a detailed description of the problem, together with the product name, serial number, firmware version, and log file downloaded from the faulty unit if available.

5.6 Altai shall investigate the cause of problem with the assistance from the Customer in provision of further details or test results.

5.7 If serious firmware faults are discovered, Altai may first advise ways as to how to work around the faults. Solution will follow suit after analysis.

5.8 If the problem is likely due to hardware failure which requires repair or replacement, Return Materials Authorization (RMA) may be initiated in accordance with the Defect Verification Handling Procedure as shown in Exhibit 1. Once RMA is confirmed, the Customer shall follow Altai's Return Materials Authorization (RMA) procedures in the Hardware Warranty Terms & Conditions.

5.9 The response time for a workaround solution after receiving a ticket depends on the level of severity and is shown in Exhibit 2.

5.10 An Escalation Procedure will be provided by Altai in case there are no responses within the response time. The Escalation Procedure and the contact points are shown in Exhibit 3.

6. Software Upgrade Support Service

6.1 Altai shall provide the Customer with the latest compatible firmware/software available for the Products.

6.2 Altai shall provide firmware/software upgrades, patch releases and bug fixes as required to correct identified deficiencies in the Products according to Altai's release plan.

6.3 The Customer can find the firmware/software releases in the Technical Zone of Altai's website.

6.4 The Customer needs to apply for username and password to access the Technical Zone. The access password is not transferable and shall be kept confidential. Before Altai releases the username and password to the Customer, the Customer needs to sign a Non-Disclosure Agreement (the "NDA") with Altai for the protection on confidentiality and intellectual property of the materials in the Technical Zone.

6.5 The Customer shall be responsible for the on-site or remote firmware/software upgrade work in accordance with the manuals or release notes formally issued by Altai.

7. Web Access to Technical Documentation

7.1 Altai also maintains a library for all released installation manuals, configuration manuals, cable connection guides, wiring diagrams, user guides, RF planning guides, network deployment guides, release notes and other documents in the Technical Zone of Altai's website.

7.2 The Customer needs to apply for username and password to access the Technical Zone. The access password is not transferable and shall be kept confidential. Before Altai releases the username and password to the Customer, the Customer needs to sign a Non-Disclosure Agreement (the "NDA") with Altai for the protection on confidentiality and intellectual property of the materials in the Technical Zone.

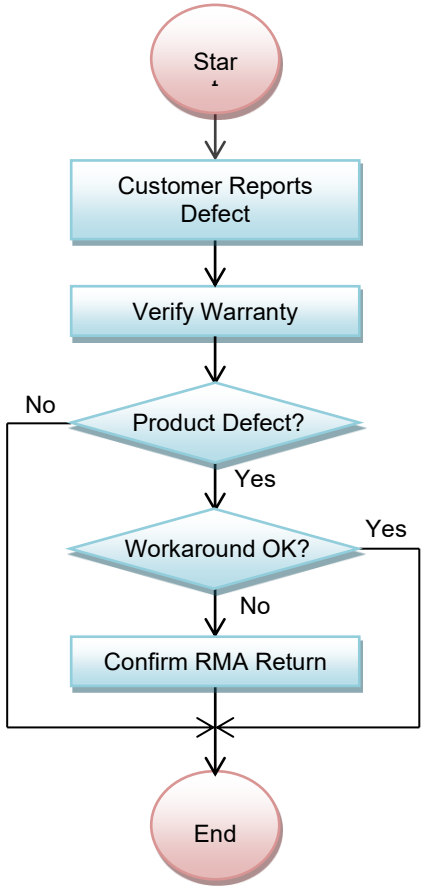
8. Miscellaneous

8.1 Limitation of Liability
Altai makes no guarantee of any kind with regard to services performed. Altai shall not be liable to the Customer or any other parties, persons or organizations for any incidental, indirect, special, consequential or punitive damage arising out of the performance or non-performance of Services.

8.2 Governing Law
This Agreement will be deemed to have been entered into and will be construed and enforced in accordance with the laws of the Hong Kong.

8.3 Amendments
Changes to this Agreement have to be agreed by both Altai and the Customer in writing.

Exhibit 1: Defect Verification Handling Procedure*



* Not applicable for C1n series.

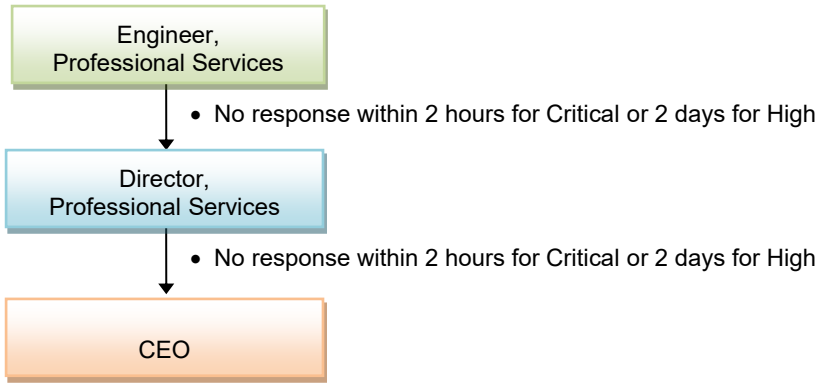
Exhibit 2: Trouble Ticket Response Time

The table below shows Altai's response time to different level of severity after receipt of a well completed ticket in the Altai Ticket System.

Critical	
Definition	The equipment is out of order and cannot provide service to the customer.
Altai Action	We will reply to you within 2 hours.
Availability of Workaround Solution	Within 2 working days
High	
Definition	The equipment is rebooted with intermittent service impact (e.g. reboot daily); or, the performance of equipment is significantly degraded (e.g. throughput is reduced by half).
Altai Action	We will reply to you within 24 hours.
Availability of Workaround Solution	Within 5 working days.
Low	
Definition	The performance of equipment is somewhat degraded but it can still provide service to the customer.
Altai Action	We will reply to you within 2 working days.
Availability of Workaround Solution	Non applicable.

Exhibit 3: Escalation Procedure and Contact Points

Escalation Procedure for Critical or High trouble tickets:



The contact points are as follow:

Person	Name	Email
Engineer, Professional Services	Support Centre Engineer	support@altaitechnologies.com
Director, Professional Services	Jerry He	jerryhe@altaitechnologies.com
CEO	Raymond Leung	shleung@altaitechnologies.com