

Plans at a Glance...

Site Support:

- ✓ Hardware warranty
- ✓ Toll free phone support for staff during regular business hours
- ✓ Remote Access
- ✓ Automatic Alerts
- ✓ Automatic software and feature upgrades.

Annual agreement, cost based on system size

After Hours Support

After Hours support provides assistance to property management and staff for system issues until midnight 7 days a week.

After hours support does not include guest support or provide installation assistance.

\$49.95 per month, no contract required

Guest Support

Live, U.S. based toll-free 24 hour support for your guests and staff.

- ✓ 24/7 live U.S. based toll-free support for guests and staff
- ✓ Can be used seasonally
- ✓ Includes an extended hardware warranty
- ✓ Automatic software and feature upgrades.
- ✓ Only \$1.50 per room per month!

***No contracts or commitments required!
You can use guest support seasonally!***



To add a support plan, or for more information call 866.345.9434

Terms and Conditions

All CheckBox Systems include a one year warranty from the date of purchase that also include one year of site support. This warranty covers repair or replacement of the components of the system as we determine necessary. The warranty does not cover damage due to improper installation, use of unauthorized accessories (including, but not limited to external antennas and power amplifiers) lightning, vandalism or physical abuse. Use of any antenna not included with this system will void your warranty and may cause the system to operate outside of legal emission limits.

Site Support is for use by the site management and employees and is provided via telephone or email at our option delivered during standard business hours. Site support does not include guest support, on-site visits, after hours calls, or assistance with other network issues and items not related to this system. CheckBox Systems shall endeavor to respond to all support requests within one business day or less; however delays outside of the control of CheckBox Systems (i.e. weather, natural disasters and utility failures) may delay support response time. In no event shall CheckBox Systems be responsible for consequential damages due to the failure of this system or any of its components. We reserve the right to terminate support in the unlikely event of excessive, or abusive calls. Under no circumstances will Checkbox Systems LLC's liabilities exceed the original purchase price of the product. This is a network access device, and the end user is ultimately responsible for network and data security.

After Hours Support provides assistance to property management and staff for system issues such as lost passwords, failed hardware and ISP related issues affecting the CheckBox system. After Hours Support is available until midnight, eastern time, 7 days a week and from 9am on weekends and holidays. After Hours Support does not provide support directly to guests, can not assist with routine installation of systems and is not able to ship replacement hardware for failed components until the next business day. After Hours Support has an average response time of less than 60 minutes; however delays outside of the control of CheckBox Systems (i.e. weather, natural disasters and utility failures) may delay support response time. After Hours Support requires a property to be covered either under its original warranty or under Site Support. After Hours Support is billed on a recurring basis on the 28th of each month until cancelled regardless of the date After Hours Support was initiated. After Hours Support is not prorated for partial months.

Guest Support provides live support 24 hours a day for guests and site staff and management via a toll-free number. Support staff are available to assist with connectivity and login issues pertaining to the CheckBox system, and can assist in diagnosing issues related to connectivity with the internet service provider. Support staff are not able to assist users or staff with specific software or applications unrelated to connectivity (i.e. word processing, spreadsheets etc.) and support staff are not able to assist with non-checkbox hardware related failures. CheckBox Systems will endeavor to respond to all requests for support from guests immediately, with an average response time of 90 seconds or less for 90% or more of all calls; however delays outside of the control of CheckBox Systems (i.e. weather, natural disasters and utility failures) may delay support response time. Guest support is not able to assist with the setup or installation of hardware.

Hardware covered under any extended Site Support must have had coverage in effect continuously to qualify for support. Systems that have lapsed out of coverage may be allowed to return to extended coverage at the sole discretion of CheckBox Systems upon receipt of outstanding support.

Terms of support are subject to change.

checkbox Support Options



**www.CheckBoxSystems.net
866.345.9434**



Support Options for your CheckBox



Your CheckBox System includes one year of **Site Support** and a one year hardware warranty, providing you and your staff toll free support should you need it during regular business hours. After the first year you can extend your Site Support and hardware warranty with an extended support plan.

Property management and staff can also access support after hours with the CheckBox **After Hours Support**.

You can also provide your guests around-the-clock live, U.S. based toll free support with CheckBox **Guest Support**. Guest Support provides assistance for guests to help with any questions or problems they have connecting to the Internet.

Site Support

All CheckBox Systems include one year of Site Support which also includes a one year hardware warranty. Site Support includes telephone and email support for the property management and employees during normal business hours. Site support does not include supporting guests.

Properties on Site Support also automatically receive software updates and upgrades at no additional cost. These updates and upgrades are installed automatically with no effort required by the property. These updates help keep your system performing at it's best.

Site Support includes an individual management portal, allowing properties to access their systems remotely without a static IP address via a convenient on-line portal from anywhere. The site staff and management simply log onto the Checkbox Support page using their site ID number and password. From their private portal they can access their management screens, print tickets, set up automatic email and text alerts and update contact information for support notification of system issues.

Site Support can be extended after the first year for an annual fee.

After Hours Support provides assistance to property management and staff until midnight 7 days a week. After Hours Support can assist with diagnosing system issues, lost administration passwords and ISP issues affecting your CheckBox System. Properties can subscribe to After Hours Support continuously so staff can call anytime, or pay for each month only as needed at the time of the call.

To add a support plan, or for more information call 866.345.9434

Guest Support

- ✓ 24/7 live U.S. based support for guests and end users
- ✓ Dedicated toll free number
- ✓ Tracking of support incidents and escalation
- ✓ Can be used seasonally - No contracts or commitments!
- ✓ Only \$1.50 per room per month!

Guest support is provided by a live professional U.S. based support staff at a dedicated toll free support number, and is available 24 hours a day, everyday. Support staff are available to assist guests and users connecting to the Internet service, configuring wireless settings and logging on.

Support staff have instant, real-time access to your system, can perform diagnostics, and when appropriate restart networks and alert property management to issues, as well as escalating critical system issues to advanced technical support.

Guest Support is priced on a per-room/per-campsite/per-boat-slip basis for \$1.50 per month. Guest Support and After Hours Support are additional services that require properties to be covered by the original Site Support warranty or an extended Site Support program.

