

GLOBALNET SERVICE OPTIONS: NOVEMBER 2000

I. UNDER WARRANTY:

- A. **Standard Depot/Phone Service: GlobalNet Warranty (IPX GlobalNet Models Only)**
GlobalNet software and hardware warranty is 12 months from the date of receipt. Thirty (30) days free phone installation support from the date of installation. After thirty (30) days billing a current Courier Exchange service agreement is required or credit card information for payment of \$500.00 per incident on non-warranty issues prior to service. Units are depot repaired or replaced within three to five (3-5) working days plus shipping time. International orders do not include shipping, tariffs, and other duties.
- B. **Priority/Hot Swap Service: Courier Exchange**
Purchased at the time of GlobalNet purchase through reseller/distributor. Includes: Term - Twelve (12) months, four (4) hour priority response during working hours, 24-48 hour hardware refurbishment/exchange for cross shipment of replacement unit with authorization from Optisys technician for repairs. Times may vary depending on request time and shipping destinations, phone support and software upgrade downloads are free for any software upgrades for the twelve (12) month period of this agreement. Refurbished or new unit will be substantially similar to your unit and will be covered for the balance of your agreement. Requires shipment of old/non-working unit within 14 business days to avoid charges. (Arizona/MST) Hours 8:30-5:00 p.m. Monday through Friday except holidays. After initial purchase contact reseller or Optisys for after sale warranty options.

II. OUT-OF-WARRANTY:

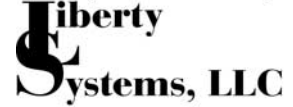
- A. **Hardware Repairs/Diagnostics/Upgrades or Refurbished Units**
Depot Service - Billed at time (\$200.00 per hour, 1 hour minimum) and materials. Plus shipping and handling fees. Tariff, duties and customs fees also apply. Hardware repair parts include standard manufacturer warranty.
- B. **Phone Support**
\$500.00 per incident, pre-payment by credit card required prior to service. Does not include software upgrades or hardware servicing that is done on depot service.
- C. **Software Upgrades**
Service Agreement Required.

PURCHASING TERMS

Courier Exchange agreements are sold through authorized Optisys distributors and resellers at the time of the GlobalNet purchase. After sale or out of warranty service agreements or options (depot service, upgrades, per incident) are available through resellers or Optisys. Prepayment by credit cards (Visa,MC), C.O.D., wire transfers, cashiers check or money order or use of credit on account.



A wholly owned subsidiary of



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OPTISYS COURIER EXCHANGE RETAIL PRICING SCHEDULE November 2000

Under Warranty:

GlobalNet Product	Part Number	One Year	Two Year
ExpressCD			
(OPT-C107 10/100BT)	OPT-XC107M	\$527.00	\$1,106.00
Express			
(OPT-X107 10/100BT)	OPT-X107M	\$637.00	\$1,338.00
Route 101			
(OPT-1100 10BT US)	OPT-1100M	\$1,033.00	\$2,169.00
(OPT-1105 10BT Int'l)	OPT-1105M	\$1,033.00	\$2,169.00
(OPT-1107 100BT Int'l)	OPT-1107M	\$1,158.00	\$2,432.00
Differential:			
(OPT-1105D 10BT Int'l)	OPT-1105DM	\$1,158.00	\$2,369.00
(OPT-1107D 100BT Int'l)	OPT-1107DM	\$1,433.00	\$3,009.00
Shuttle			
(OPT-1110 10BT US)	OPT-1110M	\$1,473.00	\$3,093.00
(OPT-1115 10BT Int'l)	OPT-1115M	\$1,473.00	\$3,093.00
(OPT-1117 100BT Int'l)	OPT-1117M	\$1,765.00	\$3,707.00
Differential:			
(OPT-1115D 10BT Int'l)	OPT-1115DM	\$1,598.00	\$3,356.00
(OPT-1117D 100BT Int'l)	OPT-1117DM	\$1,873.00	\$3,933.00
SST			
(OPT-1120 10BT US)	OPT-1120M	\$1,913.00	\$4,017.00
(OPT-1125 10BT Int'l)	OPT-1125M	\$1,913.00	\$4,017.00
(OPT-1127 100BT Int'l)	OPT-1127M	\$2,038.00	\$4,280.00
Differential:			
(OPT-1125D 10BT Int'l)	OPT-1125DM	\$2,038.00	\$4,280.00
(OPT-1127D 100BT Int'l)	OPT-1127DM	\$2,113.00	\$4,437.00
MegaSST			
(OPT-1130 10BT US)	OPT-1130M	\$2,243.00	\$4,710.00
(OPT-1135 10BT Int'l)	OPT-1135M	\$2,243.00	\$4,710.00
(OPT-1137 100BT Int'l)	OPT-1137M	\$2,368.00	\$4,973.00
Differential:			
(OPT-1135D 10BT Int'l)	OPT-1135DM	\$2,368.00	\$4,973.00
(OPT-1137D 100BT Int'l)	OPT-1137DM	\$2,443.00	\$5,130.00

Note: Prices are subject to change without notice.