

NETWORK INTEGRITY SYSTEMS TECHNICAL SUPPORT SERVICES



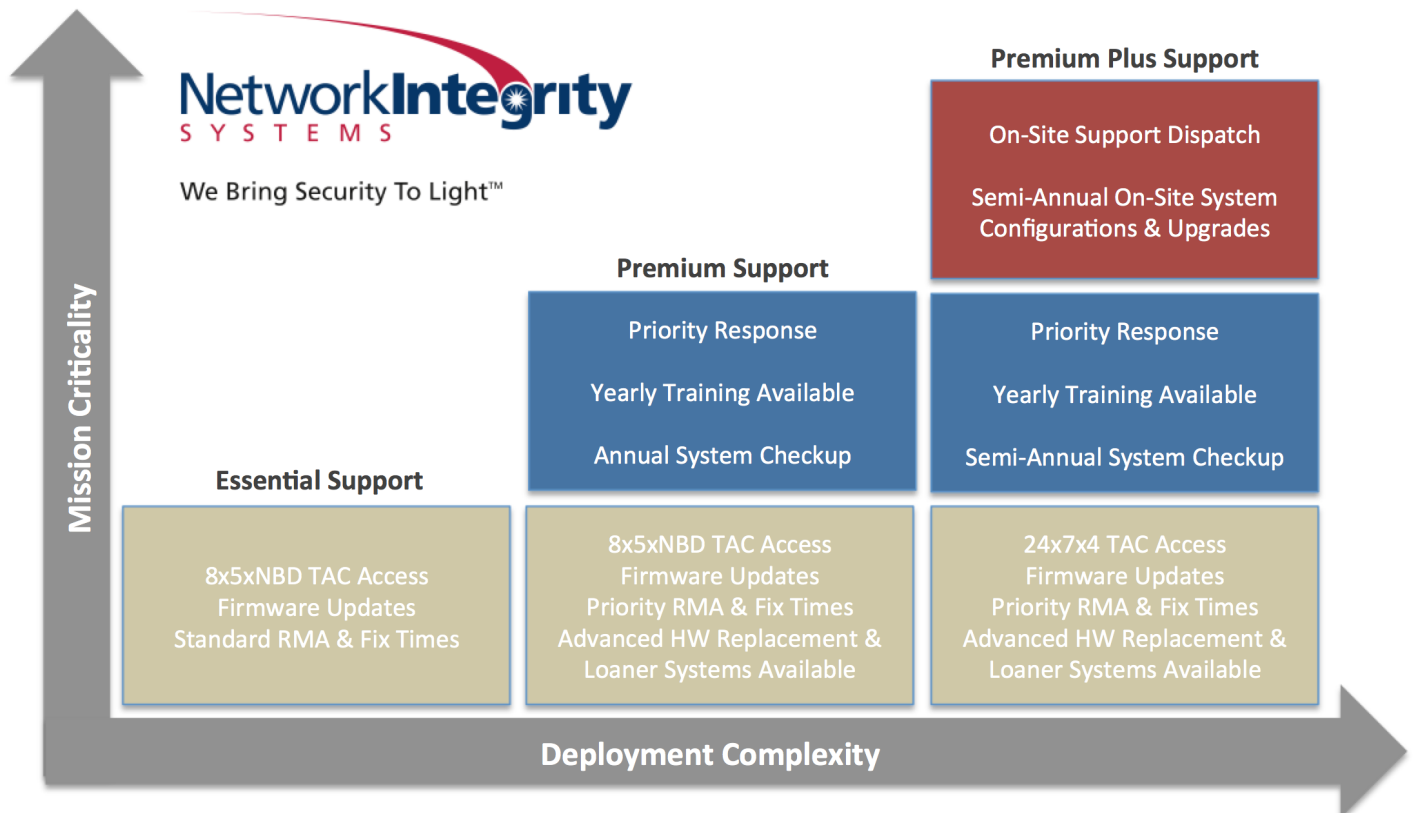
Network Integrity Systems (NIS) offers technical support services to reduce long term network infrastructure security costs and risks while ensuring optimal system performance. NIS support services offer flexible features and pricing for each type of operational environment.

Continually Maximize Your Investment in Physical Network Security

All NIS support services include access to the latest industry-leading firmware updates for your network infrastructure security. NIS continually enhances intrusion detection algorithms, false-alarm prevention, auto-configuration, point-to-multipoint and other capabilities that keep your network secure and scalable for the future. Each NIS support package also includes remote access via phone & email to factory-trained Technical Assistance Center (TAC) engineers.

For customers with large, critical, or complex deployments, NIS offers advanced support options including customizable Premium Plus support that can be tailored to your unique requirements. Advanced support options include features for more pro-active system optimization. This includes System Checkups where NIS will ensure that all deployed systems are properly configured, up-to-date, and include a review of system logs for any historical issues or hardware maintenance required. Upgrading firmware is included in System Checkups and ensures that you're maximizing your investment and security posture. Additionally, advanced support includes yearly training to keep your staff up to date on the latest system capabilities, refresh their skills, and provide the opportunity to train any new staff members.

For customers requiring on-site assistance, NIS offers on-site technical support and on-site performance of System Checkups, Configurations, and Upgrades. Advanced Hardware Replacement is also available.



Support Services vs Warranty Coverage

While initial Warranty coverage provides peace of mind, Support Services provide the user with access to factory-trained engineers who have industry-leading experience in developing, deploying, and supporting network infrastructure security technology. NIS has designed, deployed and supported many mission critical networks around the world including classified military networks. NIS Support Services are focused on providing optimization of your network security while also extending Warranty coverage.

How to Engage NIS Support Services

Contact NIS or a NIS Certified Partner to discuss Support Services today. NIS Support Services can be attached to any NIS product and can be tailored to your specific requirements. If you already have NIS products, contact us about how to renew their warranty eligibility and enter them into a Support plan. Your model number and serial number are required to purchase a support plan.

Services Included	Factory Warranty	Essential	Premium	Premium Plus
Terms	One-Time 1 Year Coverage Included	1 Year & Multi-Year Options, Renewable	1 Year & Multi-Year Options, Renewable	1 Year & Multi-Year Options, Renewable
TAC Support (Phone/Email)		Available 8am-5pm EST, next business day (NBD) response for non-critical issues	Available 8am-5pm EST, next business day (NBD) response for non-critical issues	24x7x365 availability, 4-hour response for non-critical issues
Priority Response			Front of Queue	Front of Queue
Firmware Updates		Available for Download	Available for Download Assistance Provided	Scheduled Updates with Assistance
Hardware Repair	Warranty Repairs Included, Charge for 'No Trouble Found' (NTF) RMAs	Extension of Warranty Repairs, No Charge for up to 2 NTFs	Extension of Warranty Repairs, No Charge for up to 5 NTFs	Extension of Warranty Repairs, No Charge for up to 10 NTFs
On-Site Assistance		Factory Personnel Performed Available at Discounted Rate	Factory Personnel Performed Available at Discounted Rate	Semi-Annual Visits Included (Custom Options Available) On-Site Support Escalation
Loaner System During Factory Repairs			No Cost, Based on Availability	Guaranteed Availability (Timing Based on Location)
Advanced System Replacement			Available at Additional Cost (Custom Options Available)	Available at Additional Cost (Custom Options Available)
Training		Available on Pay Per Instance	Yearly Training Available	Yearly Training Available
System Checkup & Upgrade Assistance			Available via Remote Access Annually	Available On-Site Semi-Annually

ABOUT NETWORK INTEGRITY SYSTEMS

Network Integrity Systems (NIS) develops and manufactures cyber security products that enable organizations to protect the integrity and availability of their critical network infrastructure as well as the data it carries. NIS' innovative, best-of-breed solutions include the INTERCEPTOR product line (for US Government) and the VANGUARD product line (for Private Enterprise and Non-US Government). For more information, visit www.networkintegritysystems.com.



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