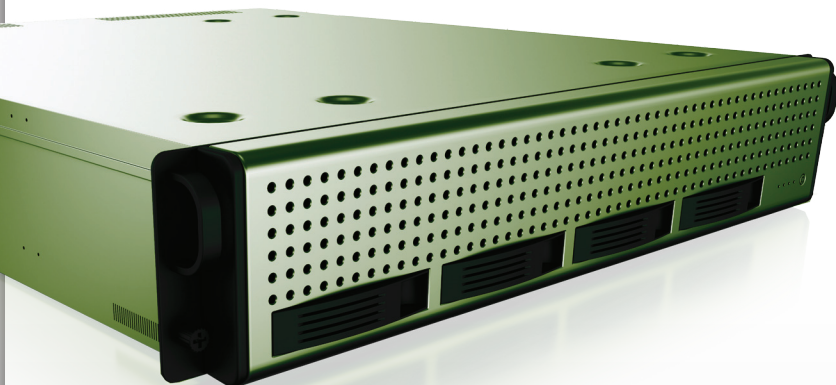


EXTENDED SUPPORT

GET PEACE OF MIND

MaxxCAT's line of search appliances provides extreme performance at the industry's lowest price point. These turn-key solutions combine simplicity of installation and an intuitive API with state of the art features into a reliable search appliance.

On those rare occasions when something does go wrong, there is no need to worry. With a variety of options for support and replacement, your MaxxCAT is sure to keep purring for years to come.



STANDARD SUPPORT & WARRANTY

Included with every MaxxCAT search appliance is a year of e-mail support and software updates. For the first year, your appliance also includes a full hardware warranty.

EXTENDED SUPPORT

Keep your MaxxCAT up to date and the experts at hand with additional years of e-mail support and software updates.

EXTENDED HARDWARE WARRANTY

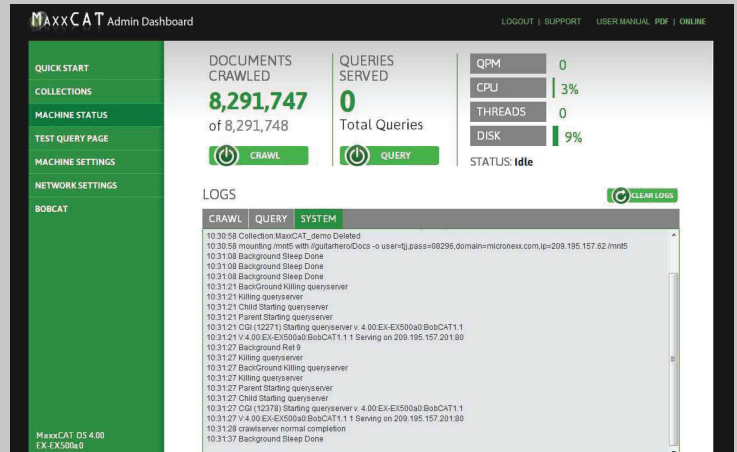
Should the hardware fail after the first year, our extended hardware warranty means new parts are on the way.

INSTANT REPLACEMENT

No time to wait for new parts? The Instant Replacement program means we have an appliance ready to ship to you. In most cases, you can have another appliance up and running the next day. If you've backed up your settings, we'll even restore them for you. Plug the appliance in and get your search back immediately.

ADDITIONAL SUPPORT OPTIONS

- + **Phone Support** - all the benefits of e-mail support, a phone call away
- + **Integration Services Group** - have our team do all the setup for you, or customize the appliance to your needs
- + **Onsite Integration Services Group** - bring the experts into your offices



SUPPORT PLANS

PLAN	STANDARD	EXTENDED SUPPORT	EXTENDED HARDWARE	INSTANT REPLACEMENT
Cost	Included	18% of purchase price annually	18% of hardware price annually	35% of hardware price annually
Duration	One Year	Renewable	Renewable	3-Year Term
Effective Date	Purchase date	One year after purchase	One year after purchase	Purchase date
Purchase Window*	—	First Year	First Year	With Appliance
E-mail Support	✓	✓	✓	✓
Phone Support	OPT	OPT	OPT	OPT
Support Portal	✓	✓	—	✓
Software Updates	✓	✓	—	✓
Hardware Failure Diagnosis	✓	✓	✓	✓
Replacement parts	✓	—	✓	✓
Replacement Appliance shipped within one business day	—	—	—	✓
Restore Settings	—	—	—	✓

✓ Included **OPT** Optional — Not Applicable

ADDITIONAL SUPPORT OPTIONS

Integration Services Group	\$125/hour
Onsite Integration Services Group	\$185/hour plus travel expenses

* **Extended support** and **Extended hardware** can be purchased anytime during the first year of ownership. **Instant Replacement** must be purchased with the appliance.