



TDS Operating, Inc.  
788 Montgomery Ave, Ocoee, FL 34761  
800-289-7930 (Toll Free)  
[www.Rx30.com](http://www.Rx30.com)

## HARDWARE & OPERATING SYSTEM SUPPORT POLICY

The following guidelines will be followed by TDS support personnel if a customer's problem appears to be hardware or Operating System related.

### DEFINITIONS:

#### *'Non-Covered Incident'*

All support not covered under an *Rx30* support agreement whether provided directly to customer, customer's representative or independent technician, will be billed to the customer at TDS's then current 'non-covered support rate, plus all direct costs per incident. Each problem reported by the customer will be assigned a unique incident number with a description. If there is a question as to whether a problem is an agreement covered incident, the TDS technician will inform the customer of such a possibility and that non-covered charges might apply if the incident is determined to be outside the scope of *Rx30* support.

In the event that the customer is billed for non-covered service and subsequently refuses to pay for such service, the balance due will be converted to equivalent normal support time and deducted from remaining prepaid support time.

### CONDITIONS:

#### 1. EQUIPMENT NOT PURCHASED FROM TDS OR TDS AUTHORIZED DEALER; OPERATING SYSTEM NOT INSTALLED BY TDS OR TDS AUTHORIZED DEALER

If a TDS technician is certain that they have accurately identified the problem and that it can be fixed by the customer with a few minutes of verbal instruction, the technician may proceed to assist the customer. The technician has been instructed to inform the customer that this problem is not covered by *Rx30* support, but that they will try to help resolve the problem. If the technician's initial attempt at fixing the problem fails or if the technician's time exceeds 5 minutes, the technician is to instruct the customer that they need to either:

- a) Contact their hardware or OS support service, or
- b) Make arrangements with TDS accounting for non-Covered incident support

#### 2. EQUIPMENT PURCHASED OR OPERATING SYSTEM INSTALLED BY TDS AUTHORIZED DEALER

If the technician has determined that the problem is not *Rx30* related, the technician is to inform the customer that further resolution must come from the dealer. The technician will contact the dealer and relate the problem to the dealer.

### 3. EQUIPMENT PURCHASED FROM TDS WITHOUT A TDS HARDWARE SUPPORT AGREEMENT

If TDS has useable loaner equipments, TDS will attempt to make arrangements to exchange the problem part, provided the problem equipment was purchased within the past 30 days. If the problem is computer related, the TDS technician will inform the customer they must get service from whoever has their hardware support contract, or the customer must find local hardware service, or make arrangement for temporary rental equipments or the purchase of new equipments from TDS.

**It is not TDS's responsibility to arrange for hardware support for the customer.**

All direct costs, including shipping, for TDS support are the customer's responsibility.

### 4. OPERATING SYSTEM INSTALLED BY TDS

If TDS installed the OS and, provided it was installed within the past 90 days and that it has not had any parameters changed, drivers added or any other modification by non-TDS personnel, TDS will arrange to reinstall the OS at no charge.

If the installation is older than 90 days, the customer can arrange for TDS to reinstall the OS. All direct costs and shipping for such installation are the responsibility of the customer.

### 5. PROBLEM CREATED BY INSTALLATION OF NON-TDS SOFTWARE OR NON-APPROVED EQUIPMENTS BY CUSTOMER OR CUSTOMER REPRESENTATIVE

A problem created by the installation of software on a system running Rx30 that was not provided by or installed by TDS is a non-covered incident. Use or addition of any equipment not specifically approved by TDS for Rx30 systems, which creates a problem, is a non-covered incident.

***This policy is subject to change without notice.***