

## **Nomadix Support Services**

### *Frequently Asked Questions*

**Q. Why did Nomadix launch these new Support Services?**

- A. Nomadix recognizes that the public access Gateway is a critical component of our customers' networks and availability of timely technical support and software upgrades to our end users and service providers is vital. Nomadix is committed to provide a variety of support offerings to meet our customers' needs.

**Q. What is new with these Support Services?**

- A. Many of the services, including software upgrades and access to the private web site are consistent with previous support offerings. New components of Nomadix Support Services include a call center with 24-hour coverage, new Service Level Agreements (SLAs) and a well-defined escalation procedure.

**Q. How often does Nomadix make new Nomadix Service Engine™ (NSE) Software available?**

- A. Public access Gateway technology and best practices for public Internet access are in a constant state of change, with new capabilities developed all the time. Since evolving market requirements demand continued research and development, new versions of the NSE, with new features and enhancements, are typically available 2 -3 times per year

**Q. What is the primary difference between Standard-NSS and Premium-NSS?**

- A. The primary advantages of Premium-NSS are a 24x7x365 Call Center and Next Business Day Hardware In-Flight Exchange.

**Q. How do I purchase Nomadix Support Services?**

- A. The Nomadix Support Services are sold through our Authorized Channel Partners.

**Q. How do I transition to a NSS offering from an existing from a Software Subscription contract?**



## Nomadix Support Services FAQ (cont'd)

- A. Those customers with Software Subscription contracts purchased in Q4 2004 or Q1 2005 will be converted to a Standard-NSS contract.

**Q. How do I transition to a NSS offering from an existing from an Extended Hardware Warranty?**

- A. Those customers with an Extended Hardware Warranty contracts purchased in Q4 2004 or Q1 2005 will be converted to a Standard-NSS contract.

**Q. How do I transition to a NSS offering from an existing from a Software Subscription and Extended Hardware Warranty Bundle?**

- A. Those customers with software subscription and Extended Hardware Warranty Bundle contracts purchased in Q4 2004 or Q1 2005 will be converted to a Premium-NSS contract.