Out of Contract
Customer Support Fee

Digilink-HD & Digilink-Xtreme	New~Wave & New~Wave Lite
The buyout option of the Digilink-HD & Digilink-Xtreme includes 1 year worth of customer support & training. After the initial year, there is an option of renewing the support contract, or you may pay a per incident/training fee.	New~Wave & New~Wave Lite customers automatically receive a free 30 minute phone training session. Additional training & troubleshooting is available as a pay per incident/training fee.

Please check mark the desired service and fill out the credit card section. Once completed, please fax to 970-663-1010, or email to accounting@arrakis-systems.com.

❏ **Phone Training Session**

$50 per half hour – These training sessions will cover the basics of the software portion of the automation. It is strongly recommended to review the video tutorials prior to this training session.

❏ **Troubleshooting**

$100 per incident – Customer support will help troubleshoot any problem or issue directly related to the automation software or Bridge switcher hardware. This charge applies to one specified incident and is determined to be resolved at the sole discretion of Arrakis Systems. Please write a brief description of the issue:

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❏ **Computer Configuration**

$35 per computer – Customer support will configure your PC to run optimally for the automation software. They will run through specific configuration steps that are outlined on the Arrakis Systems' website. This configuration does not guarantee to fix any problems or issues that are specific to the PC hardware or operating system.

❏ **Monthly or Annual Support Contract**

❏ $100 Monthly – Includes customer support and training via phone & email. Charged monthly, cancel at any time.

❏ $1,000 Yearly – Includes customer support and training via phone & email. Charged yearly, cancel at any time.

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All services require prepayment by Credit Card

Credit Card Type: ▢ Visa   ▢ Mastercard   ▢ American Express   ▢ Discover

Credit Card Number:_____ Expiration Date: Month_____ Year_____

Credit Card Code_____ : the card code is usually a 3 or 4 digit number on the back of the card. For American Express cards it is a 4 digit number located on the front of the card.

Cardholder name:_____

Billing street address:_____

_____

City: State: Country:_____

Signature:_____
Signer agrees to pay in full, with no option of refund

Zip/Postal Code:_____