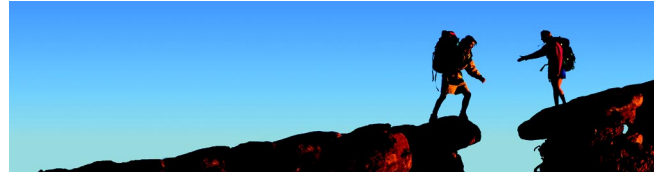


QSP

Quality Support Program



FAQ's

1 **What is QSP?**

QSP stands for Quality Support Program and is offered by Trident Micro Systems. Your QSP subscription combines all facets of the highest quality technical support—online delivery of the latest firmware and software releases/updates and online/offline technical support for covered products—into a single plan.

2 **How is this different?**

Before QSP, Trident Micro Systems customers purchased software and firmware upgrades for their products as they were released. With a QSP subscription, Trident customers automatically receive firmware upgrades for their covered products. QSP subscribers receive unlimited telephone technical support for their QSP covered products from highly skilled and trained technicians in the Trident Micro Systems Technical Services Group. This support is available during regular business hours, US Eastern Time.

3 **Do I have to subscribe to QSP?**

No. A subscription to QSP is not mandatory for any Trident Micro Systems product or customer. Trident firmware and software upgrades and updates will continue to be available for purchase on an individual basis. Additionally, Trident Micro Systems telephone technical support may be purchased by owners or operators of any Trident Micro Systems product on a per incident basis. For additional assistance you may contact Trident at www.tridentms.com

4 *What products are eligible for QSP coverage?*

QSP coverage extends to nearly every Trident Micro Systems trunking infrastructure product, whether currently in production or discontinued. These products include the TNT Series of LTR trunking controllers, CR-355 Call Routers, Raider and Marauder trunking controllers and the family of NTS products.

5 *May I cover some but not all of my Trident products on a QSP subscription?*

All products owned by a QSP subscriber in a Trident product group (NTS and Non-NTS) are required to be covered under a QSP subscription. In other words, if you have 20 TNT controllers, all 20 are included for QSP coverage. If you own TNT, Raider and NTS products, you may, for example, wish to include all of your NTS products in your QSP agreement, but choose to exclude the Raider and TNT products. However, doing so would only allow the benefits of QSP to extend to your NTS products.

6 *As a QSP subscriber, how do I reach Trident Micro Systems Technical Support?*

Simply call Trident Micro Systems at the telephone number provided with your QSP agreement and ask for Technical Support. You won't be stuck in an endless circle of menus and automated phone systems. Our QSP Coordinator will request some preliminary information about your question and speed your call to the technician specializing in your product.

7 *How long is a QSP subscription?*

A QSP subscription runs for two years. During the term of the agreement, a subscriber may add additional products for coverage under QSP for a prorated amount.

8 **What does QSP for non-NTS products cost?**

QSP provides a blanket of support for your Trident Micro Systems products and costs only pennies a day. Coverage for TNT, Raider/Marauder, Raider Xtreme/Marauder Xtreme and CR-355 product groups is \$20 for each covered serial number for the term of the two-year agreement. A \$100 Registration Fee is applied for coverage of the LTR product group on a per QSP subscription-agreement basis. This \$100 charge is waived if the non-NTS products are combined on an agreement with NTS products and the NTS QSP Customer Agreement registration charge has been paid.

9 **What does QSP for NTS products cost?**

QSP subscription charges for the NTS product group are calculated on a per NTS-Chassis-Serial-Number basis. A \$500 Registration Fee is applied for coverage of the NTS product group. The QSP Subscription Charge for each of the first 10 NTS Serial Numbers on a subscription is \$350. The QSP Subscription Charge for each subsequent NTS Serial Number (beyond the initial 10) is \$250. A QSP subscription for the NTS product group is a two-year agreement and all charges provide for two full years of coverage. New chassis may be added during the term of the agreement at a prorated charge. A QSP subscription for any given NTS Serial Number covers the NTS chassis, all NTS cards installed in that chassis, and any interfaced NTS Xtend components.

10 **What if I need access to a technical support person 24/7?**

Trident recognizes that some customer's communications needs require 'round-the-clock support. While QSP does not provide 24/7 coverage in our standard agreement, individual agreements that include this expanded coverage are available. Please contact your Trident Micro Systems' representative for additional information.

11 *What if my system is down and I need to send a QSP covered product in for repair?*

If you need return any product covered under your QSP agreement for repair, Trident will provide you with a compatible loaner product to use during the time of repair. You pay only shipping and handling charges.

12 *How will I be notified of firmware and software releases and updates for my QSP covered products?*

Trident Micro Systems will notify QSP subscribers by mail, phone or electronic means of new releases and upgrades for QSP covered products, as they become available.

13 *How will I receive my new firmware or software?*

Trident Micro Systems will use the most efficient means possible to speed new firmware and software to QSP subscribers. If the file sizes allow, we will notify you that the release is available and you may access the download section of our web site with your password and download the new firmware or software. Major releases are typically quite large and require that a CD be mailed to the address on your QSP agreement. Non-NTS products may require that firmware be written to reusable PROMs with an external PROM writing device. If new PROMs are desired, they may be purchased separately from Trident.

14 *Does QSP include manuals?*

Yes, when a new manual or manual update is published, it will be provided to QSP subscribers for those products covered under their agreement.

Quality Support Program

15 **What else do I get with QSP?**

QSP subscribers receive special pricing opportunities and other offers from Trident. In addition, customers who subscribe to QSP coverage for their NTS products receive special pricing on NTS optional features during the term of the QSP agreement.

16 **How do I sign up for QSP?**

Simply contact Trident's QSP Coordinator. The process is easy. You'll need to know the model and serial numbers of your Trident Micro Systems products to be covered under your QSP agreement.

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