



Holly Street Communications, Inc.
Secure Network Element **ACCESS**

Technical Assistance

Holly Street Communications Technical Assistance is available 24 hours per day, seven days per week by contacting Holly Street's Customer Service Engineering group at the following number:

Telephone: 530.676.7221

During normal business hours (8:00 AM to 5:00 PM, Pacific Time, Monday through Friday, excluding holidays), technical assistance calls are normally answered directly by a Customer Service Engineer. At other times, a request for technical assistance is handled by an on-duty Customer Service Engineer through a callback process. This process results in a call back normally within 30 minutes of your request.

You can also request technical assistance through e-mail at support@hollystreetcomm.net.

World-Wide Web

Holly Street Communications product, company and application information can be found at <http://www.hollystreetcomm.net>, using any Web browser.

Holly Street Communications, Inc.
5571 San Jose Drive Pleasanton, California 94566
Phone: 530.676.7221
<http://www.hollystreetcomm.net/>



Limited Warranty

Holly Street Communications warrants that this product will be free from defective material and faulty workmanship for a period of three years during normal use, from the date of shipment by Holly Street Communications. Holly Street Communications obligations under this warranty are limited to replacing or repairing, at Holly Street Communications option, any such product which is returned during the warranty period in accordance with Holly Street Communications instructions, all transportation charges prepaid by the buyer, and which product, at Holly Street Communications sole option, is determined to be defective upon examination at its factory. Transportation charges for the return of all repaired or replaced products from Holly Street Communications facility will be paid by Holly Street Communications. Holly Street Communications may use reconditioned parts or products for such repair or replacement.

Holly Street Communications warrants for a period of 30 days from the date of purchase that each software package supplied shall operate substantially in accordance with the Holly Street Communications published specifications for such software. Holly Street Communications also warrants all media on which software is furnished to be free of defects in material for a period of 30 days from the date of purchase.

These warranties apply only to Holly Street Communications products sold directly by its employees, or indirectly through its authorized agents, distributors, or resellers. These warranties do not apply to any product that has been repaired, worked upon, or altered by persons not so authorized by Holly Street Communications or that, in Holly Street Communications sole judgment, has been subject to misuse, negligence, accident, fire or other casualty, or have been connected, installed, used, or adjusted, or in which operating materials have been installed or materials assembled, other than in accordance with the instructions furnished by Holly Street Communications.

Products repaired or replaced by Holly Street Communications under warranty will continue to be warranted for the duration of the initial warranty period or for 180 days after repair or replacement, whichever is longer. Without impacting the form, fit, or function, Holly Street Communications reserves the right to make changes in the design or construction of any of its products at any time without incurring any obligation to make any changes whatsoever on units previously purchased, nor shall any such changes create any implication whatsoever that any product manufactured or furnished without such changes is in any way defective.

These warranties are exclusive and in lieu of all other warranties, statutory, expressed, or implied, including without limitation the implied warranties of merchantability and fitness for a particular purpose. The exclusive remedy for all defective products shall be only as stated herein. No other representative or person is authorized to represent or assume for Holly Street Communications any liability in connection with the sale of Holly Street Communications products other than as set forth herein. There are no warranties which extend beyond the description on the face hereof.



Repair Turnaround Time

Devices sent in for repair will be repaired or replaced and returned promptly. The standard turnaround time on all repairs shall be within 14 calendar days of receipt of the returned device at Holly Street Communications on current products and within 30 calendar days of receipt of the returned device at Holly Street Communications on manufacturing-discontinued products.

Advance Replacement

Devices found to be defective within 30 calendar days from the date of shipment to the customer, or as otherwise authorized, are eligible for immediate replacement free of charge. A replacement unit will be shipped within 24 hours of customer notification.

The defective unit must be received by Holly Street Communications within 30 calendar days of shipment of the replacement unit or the cost of the replacement will be billed to the customer.

Before Returning a Product

Before you can return a product to Holly Street Communications for replacement or repair, contact the Holly Street Communications Customer Repair Facility to obtain a Return Material Authorization (RMA). To obtain an RMA:

Call: (925) 461-0877
Fax: (925) 462-8953
Email: support@hollystreetcomm.net

Mail a letter to:

Holly Street Communications, Inc.
Attn: Customer Repair Facility
5571 San Jose Drive
Pleasanton, California 94566

The following information must be furnished to obtain an RMA:

- Description and quantity of the equipment to be returned
- Reason for Return:
 - Repair of Defective equipment
 - Engineering upgrade
 - Credit
 - Other (reason to be specified)
- Need for advance replacement (standard turnaround time applies unless this is specified)
- Original purchase order number (required for credit returns)



Returning a Product to Holly Street Communications

Return the defective unit(s), freight prepaid, to the Holly Street Communications Customer Repair Facility (CRF) at the following address:

Holly Street Communications, Inc.
Attn: Customer Repair Facility RMA# _____
5571 San Jose Drive
Pleasanton, California 94566

Please mark the RMA number prominently on the shipping label, the packing slip, and any correspondence regarding the order. Include the following with the returned unit:

- All known facts as to the nature of the failure
- Company name, address, and name of person to contact in case of questions about the unit(s)
- Model and part number of the unit(s) to be repaired
- Original purchase order number for credit returns
- Shipping address for the return of the unit(s) upon completion of repairs

Billing

Equipment returned for repair, replacement, or credit, whether in warranty or out of warranty, which is found to be damaged due to customer negligence or which has had parts removed will be repaired on a time and material basis. Holly Street Communications will contact the customer for disposition on any equipment that is in this condition or found to be unrepairable.

In the event that the returned equipment is not covered by warranty, Holly Street Communications will contact the customer with estimated repair or replacement charges and obtain customer disposition of the product if a purchase order has not been provided.

Equipment returned for repair or replacement is subject to a \$150 per unit NTF (no trouble found) charge in the event that diagnostic evaluation reveals no evidence of functional failure of physical defects.