



Field Service Bulletin

FSB-0109-MN-04
February 6, 2009

Date: February 6, 2009

To: All EFJohnson Multi-Net[®] Customers and EFJohnson Associates

Subject: Multi-Net Infrastructure Support Programs

EFJohnson is committed to the continued support of our Multi-Net[®] products and customers. For many years we have offered Maintenance Agreements on our Multi-Net systems and we are now pleased to introduce a Second Line Support Agreement for Multi-Net infrastructure.

Customers, whose systems are currently covered by a Maintenance Agreement, are not impacted by this announcement and EFJohnson will continue to offer Maintenance Agreements to these Multi-Net[®] customers.

The Infrastructure Second Line Support Agreement (Part Number 299-TECH-120) is intended to provide technical assistance to self-servicing Multi-Net customers, and provides the following benefits:

- ⇒ Telephone Technical Support
- ⇒ Call-back within 1 hour, 24 hours a day, 7 days a week
- ⇒ Advance replacement of failed equipment, on many items
- ⇒ Discount on On-site Technical Support services
- ⇒ Discount on Performance Renewal Programs (PRP)

Effective March 1, 2009, for Multi-Net customers who do not have a Maintenance Agreement or Infrastructure Second Line Support Agreement:

- ⇒ The Advance Replacement service will not be available
- ⇒ Telephone Technical Support for supported subscriber products will be provided at no charge
- ⇒ Telephone Technical Support (Part Number 299-TECH-121) for infrastructure products will be available during regular working hours (8AM to 5 PM Central Time), at the rate of \$1,600 per incident
- ⇒ Requests for Telephone Technical Support will be provided on a best effort basis, after receipt via fax (fax number 507-837-5120) or email of the customer's purchase order for the per incident fee
- ⇒ Customers may continue to use our toll-free number for support: 800-295-1771, option 2

If you would like to learn more about the Multi-Net Infrastructure Second Line Support Agreement, please contact Larry Noss at (972) 819-2328 or lnoss@efjohnson.com

For Questions regarding this Service Bulletin, please contact EFJohnson at 1-800-328-3911 press 3