
Warranty Support

1. Overview

Intelligent Decisions (ID) offerings are backed by a superior level of customer service and warranty support through our Original Equipment Manufacturer (OEM) partners. As the contract prime, Intelligent Decisions' role is to take first call for warranty claims. In addition to world class technical support from our OEM partners, the Air Force (AF) can count on Intelligent Decisions to provide superior Help Desk support.

Once an end user places a call to the ID's AF Customer Support Desk, ID Customer Support (CS) Technicians ascertain the OEM, Item Name, and serial number of the product as well as the nature of the call. The ID CS Technician immediately warm transfers the end user to the appropriate OEM's Level 2 Support.

The OEM's Level 2 Support personnel perform initial problem determination and remote diagnostics. If the problem is not resolved at this stage, Level 2 Support electronically dispatches a service specialist to the site. The Service Specialist arrives on-site the same day or next day, depending on the maintenance options selected. The specialist arrives with the right skills and training, the right parts, and an action plan to resolve the problem.

Regardless of warranty status, our OEMs cross ship parts the same day they are ordered, provided the order is placed before 3 p.m. EST. For orders received after that time, our OEMs ship the part out the next day. Parts are shipped overnight for CONUS and 2nd day air from a local depot for OCONUS. ID's OEM partners do not require receipt of the failed part before sending out a new part.

ID coordinates with its OEM partners ensuring all terms and conditions of their warranty support are fully met. Performing the role as warranty first call guarantees prompt customer service and access to accurate warranty information for reporting purposes.

A key fundamental component of product warranty is Parts Depots - Support for products is made available through the OEM's Parts Inventory Management System. This service support system includes: automated dispatch, updated service technologies, preventive maintenance activities, and a worldwide parts distribution system.

The OEMs maintain a global network of stocking locations that provide parts across their service product lines. The OEM delivers new or "equivalent to new" parts to the AF end users for warranty repair. OEM parts stocking and distribution strategy is for parts to be readily available for delivery to an end user's location to meet the required levels of service for each machine type.

All OEM warranties include Hard Drive Retention providing the best, most cost efficient solution to safeguarding your data from falling into the wrong hands upon replacement of your hard drive. This offering provides the AF the rights to retain their hard drive upon failure and replacement avoiding the charge to do so at the time of replace. There is no better solution to protecting your data than to assure it never leaves the AF's possession.

2. Printer Categories

| Product Category | Manufacturer | Model | DPI Cycle | Warranty |
|-------------------------------|--------------|---------|-----------|---|
| BW Office MFP | Lexmark | MX611de | PSC2014 | 4-year Onsite warranty, Next Business Day |
| BW OCONUS Office MFP | Lexmark | MX611de | PSC2014 | 4-year Onsite warranty, Next Business Day |
| Color OCONUS Office MFP | Lexmark | X748de | PSC2014 | 4-year Onsite warranty, Next Business Day, Hard Drive Retention |
| Color OCONUS 11X17 Office MFP | Lexmark | X950de | PSC2014 | 4-year Onsite warranty, Next Business Day, Hard Drive Retention |
| BW Performance MFP | Lexmark | MX810de | PSC2014 | 4-year Onsite warranty, Next Business Day, Hard Drive Retention |
| BW OCONUS Performance MFP | Lexmark | MX810de | PSC2014 | 4-year Onsite warranty, Next Business Day, Hard Drive Retention |

3. What is covered?

Next business day service for routine maintenance items for the device and any accessories or options ordered for the device. This includes repair parts that require periodic replacement based on printer usage in order to maintain optimum performance of the product. Maintenance kits are covered while the device is under warranty. Installation of maintenance kit components is generally the customer's responsibility however, some maintenance kits are not considered "customer replaceable" and require installation by a service technician as part of the Extended Limited Warranty. Lexmark is not responsible for damages caused by a customer's failure to timely install maintenance kits.

Lexmark also covers mechanical replacement if a device cannot be repaired. The defective printer is replaced with an exchange product from Lexmark after detailed analysis and testing by the designated Technical Representative and the Product Engineering Specialist. Unless specified by Lexmark, the customer is required to return the defective product to Lexmark, in which case, the customer must pack the product using the packing materials from the exchange product, attach the prepaid return shipping label, and deliver the packaged product to Lexmark's designated carrier. Failure to return the defective product within five (5) business days of the customer's receipt of the exchange product may result in a customer charge for the full price of the exchange product. At Lexmark's option, exchange products may be a different model of

new or repaired product of equal or greater capabilities. The exchange product becomes the property of the customer when the defective product is received by Lexmark, at which time the exchange product assumes the remainder of the Extended Limited Warranty from the defective product.

4. What is NOT covered?

Warranty service does not include: repair of failures caused by: misuse, neglect, accident, modification, unauthorized attachments, disaster, operation outside the specified operating environment or beyond the limits of the product's duty cycle, improper maintenance by the customer, use of media outside of Lexmark specifications, failure caused by service of the product by non-authorized servicers, or failure caused by a product, including non-genuine supply products or non-genuine service parts. Generally speaking supplies are not considered a warranty service item. **Lexmark is not liable for damages caused by customers using remanufactured or 3rd party toner cartridges. Customer may incur a fee for a service call if the 3rd party toner is creating damage to the components.**

5. Who to contact for Warranty?

*Help Desk Warranty Support Number: 1.800.658.8520,
Press option #3*

5.1. Information Required to Obtain Warranty Support

- Clear description of problem
- Device model #
- Device serial #
- AFWay tracking/order #
- Product selection cycle
- Problem Description: Provide a brief description of issue and error codes. When does the error occur? What actions are taking place at the device?
- Contact Details: Customer Contact Name(s), primary and alternate phone numbers, Email address for primary and alternate contacts, Physical service address (to include building, floor, suite, and zip code), hours of operation
- Access Details: If onsite service is required, provide procedures for obtaining access to the military base.

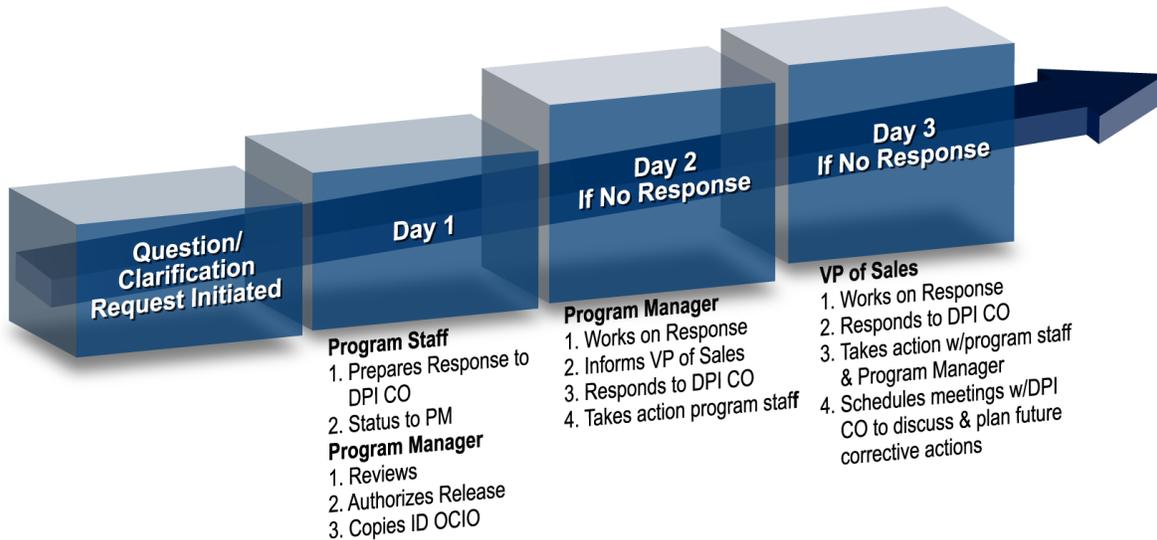
5.2. Warranty Support Flow

The following chart represents the flow of Warranty Support:



5.3. Escalation Process

The following graphic depicts the escalation process ID's AF Program Management Office (PMO) follows ensuring issues are resolved expeditiously and to the satisfaction of the AF and the DPI Program Office.



ID Program Management Office. The maturity and depth of our PMO is an inherent ID strength and adds significant value to the DPI BPA. The structure of our PMO was born nearly fourteen years ago and its processes have been refined throughout the years ensuring our customers and partners receive unparalleled support and service. The foundation of our PMO's demonstrable success is a simple one; we listen to our customers and partners, augment our processes when necessitated to best service the customer, and then work hard to exceed their expectations. The Air Force is a premier account and has high visibility through its executive sponsor, Executive Vice President, Mr. Zaman Khan.

Successful program management requires a solid management team, proven techniques and processes, and effective management tools. This proven PMO infrastructure is already in place and operating for the DPI BPA. The Intelligent

Decisions DPI BPA PMO headed by the Program Manager, Apryle Edelblute. Ms. Edelblute is the central hub around which all DPI BPA activity revolves. Our established program team is dedicated to the support of the Air Force DPI BPA:

| Name | Title | Functional Responsibilities | Contact Information |
|-----------------------|----------------------------------|--------------------------------|--|
| A. Zaman Khan | Executive Vice President | Corporate Officer In Charge | Phone: 703-554-1614 Email: zkhan@intelligent.net |
| Andrew Sullivan | Director of DoD Sales | Customer Advocate | Phone: 703-200-3167 Email: asullivan@intelligent.net |
| Michael Hippchen | Contracts Manager | Contracts Manager | Phone: 703-554-1782 Email: mhippchen@intelligent.net |
| Apryle Edelblute | Program Manager | DPI BPA Program Manager | Phone: 703-554-1634 Email: aedelblute@intelligent.net |
| Sid Guha | Sr. Products Solutions Manager | DPI BPA Partner Manager | Phone: 703-554-1641 Email: sguha@intelligent.net |
| Anne Hochede | Sr. Director Proposal Management | DPI BPA Proposal Manager | Phone: 703-554-1656 Email: ahochede@intelligent.net |
| Shawna Curns | Proposal Manager | DPI BPA Proposal Manager | Phone: 703-554-1791 Email: scurns@intelligent.net |
| Amy Kosatka | Deputy Program Manager | DPI BPA Deputy Program Manager | Phone: 703-554-1754 Email: akosatka@intelligent.net |
| Christopher Dougherty | Technical Manager | System Engineer | Phone: 703-554-1726 Email: cdougherty@intelligent.net |

Program Management Plan. Communication is the key component to a successful program; communication between the AF and ID; between ID and our OEMs; and internal communication. ID's lead communicator will be the Program Manager, Apryle Edelblute.

6. Frequently Asked Questions

- Who will honor the warranty, the reseller or the manufacturer? If the manufacturer is providing the warranty, what role does the reseller (if applicable) perform in the process?***

The manufacturers have the primary responsibility for honoring the warranties. As the contract prime, Intelligent Decisions' role is to take first call for warranty claims. In addition to world class technical support from our OEM partners, the Air Force (AF) can count on Intelligent Decisions to provide superior Help Desk support.

Once an end user places a call to the ID's AF Customer Support Desk, ID Customer Support (CS) Technicians ascertain the OEM, Item Name, and serial number of the product as well as the nature of the call. The ID CS Technician immediately warm transfers the end user to the appropriate OEM's Level 2 Support.

- Describe details of warranty, level of access, and methods of support available to the end user?***

Our Lexmark offering provides the Air Force a standard 48-month full parts and labor next business day warranty with each device purchased for all CONUS and OCONUS locations. This includes all upgrade options as well as the basic printing device and hard drive as well. In addition, Lexmark starts the warranty when the device is **installed** instead of when the device is shipped, when notified by Air Force personnel for smaller transactions or purchases. In large programs like acquisitions with Wing or Command level buys, Lexmark proactively communicates with the customer ensuring the devices are covered for 48 months of actual service allowing the Air Force to experience the full warranty term during product usage while providing a **lower effective Total Cost of Ownership (TCO)** as other manufacturers start the clock upon shipment. **Lexmark will enable this same process through ID.**

ID, along with Lexmark, considers the Air Force to be one of our most valuable clients. Lexmark demonstrates this value to the Air Force through their employees, technology, support and teammates, like ID. This support stretches to wherever the Air Force is located, CONUS and OCONUS. Lexmark has established the Air Force as a “Diamond Level Account.” This designation means that Lexmark has dedicated resources monitoring all Air Force calls into their Technical Support Center (TSC). The Air Force will experience the value of that designation through quicker resolution to technical issues and a direct integration between their Key Account Specialists and Lexmark product engineers. Lexmark does not allow an Air Force customer to be in a situation where multiple service calls are outstanding without resolution. They analyze these service calls on a weekly basis and have a standing call on Thursday mornings with the DPI Program Office and their Service Delivery Organization to ensure the best customer experience around the world.

The ID/Lexmark team continues to invest in the Air Force and the DPI contract by establishing the AF DPI contract as a Diamond Account Program. Over the life of the original DPI contract 93% of Lexmark devices shipped to CONUS locations and in response Lexmark expanded customer support by adding Systems Engineers and Field Service Engineers (technicians) to support the growing install base closest to the point of greatest need. **Evidence of their most recent investments include the staffing of direct Lexmark technicians in support of Edwards AFB, Lackland AFB, Randolph AFB, McGuire AFB, March AFB, Air National Guard Sites, Air Reserve Sites, Scott AFB, Tinker AFB and Wright Patterson AFB.**

Benefits of the Diamond Account Program:

- Standard service reporting
- Maintenance kit installation
- Dedicated service specialist
- Positive call closure
- Help desk training
- Reduced hold times to a live resource
- Automatic escalation of software and/or engineering issues

- Specified entitlement rules

□ ***How does OCONUS warranty service differ from CONUS warranty service?***

OCONUS support is very similar to CONUS support, however in some areas, on-site service is provided on a best effort basis.

Lexmark provides the same level of warranty service for CONUS and OCONUS regions. Each region has their own national certified service providers and therefore the company providing the service can vary in different geographies. Each of these geographies provides the same level of training and processes through their global services system, and they all report their service call logs to the Lexmark DPI Program Management Team ensuring ID/Lexmark is providing best-in-class product support for the Air Force worldwide. For call center support, ID's Help Desk takes first call and warm transfers the call to the appropriate Lexmark Technical Call Center ensuring Diamond Level support.

□ ***Discuss warranty support for deployed environments, such as Iraq and Afghanistan. Address how warranty work will be performed (e.g., mail back, mail parts, on-site, time to repair, etc.)***

Warranty support for deployed environments such as Iraq and Afghanistan are handled via mail back, or parts exchange from OEM warranty parts depots in central locations in the Middle East. The response time for depot service is three (3) days from the time the malfunctioning unit is received.

□ ***Discuss warranty support for printers purchased in the CONUS and transported to the Area of Responsibility (Military Geographic Area). Since an item was purchased with CONUS warranty, is the warranty honored OCONUS? Will a replacement component be cross-shipped to the customer before defective product is returned?***

Printers purchased **without** Worldwide or OCONUS warranty entitlements that are taken OCONUS still have a valid OEM warranty; however, replacement components are shipped from their U.S. based replacement parts inventory potentially impacting the part receipt response time for OCONUS warranty.

□ ***Provide a list of countries, cities, and contact information where OCONUS next day warranty service is available.***

Next-day service is available at all Air Force locations OCONUS except in the deployed environments.

- ❑ ***Hard disk drive retention is required for all devices which include a hard drive. Please provide a detailed description of the process to accomplish the retention of hard drives for all Government purchased devices for which a hard drive is included in the base device or as an upgrade option.***

The OEM will issue a document to the Ordering Office requiring an original signature from a responsible government representative acknowledging retention of the failed component. The government will provide the system and failed component serial numbers for inclusion in the affidavit.