



Allegro Infrastructure Extended Warranty Program

ALLEGRO NETWORK INFRASTRUCTURE
REV #100521REV2F



INTRODUCTION

Master Meter's Extended Warranty Program for Allegro Infrastructure provides utilities with peace of mind by normalizing maintenance costs and guaranteeing the long-term integrity of their investment. With the Allegro Network Infrastructure Extended Warranty Program, our customers can rest at ease knowing that qualified Master Meter support technicians are available to diagnose and resolve issues with their Allegro Licensed AMI network as well as provide replacement equipment in exchange for an affordable annual fee.

PARTICIPATION AND COVERAGE

Customers may opt-in to the Extended Warranty Program at the time of purchase of the Allegro AMI system or within one (1) year from the date of shipment. New Allegro AMI customers receive the standard one (1) year warranty on network infrastructure equipment free of charge. The standard one-year warranty begins from the date of shipment, which establishes the anniversary date. Customer has the option to purchase **Extended Warranty Coverage** on an annualized basis and will receive an enrollment invoice from Master Meter approximately sixty (60) days prior to each anniversary date. Additionally, customer will receive a reminder notice for enrollment at thirty (30) days prior to each anniversary date. Participation in the Extended Warranty Program is strongly recommended to maintain the highest level of business continuity within your utility.

Included Services	Allegro Licensed Base Station	Allegro Licensed Repeaters
Firmware Updates	✓	✓
Remote Diagnostics and Support Services	✓	✓
Repair or Replacement of Defective Parts	✓	✓

Table 1: Included Services

Escalation for Services: Five percent (5%). Services. Invoices for Ongoing Fees and services shall be delivered annually or monthly, as applicable, in advance. Invoices for other services shall be delivered upon completion of the applicable service.