

TOSHIBA
Leading Innovation >>>

**Policy and
Procedures for
Authorized
Toshiba Dealers**

VALUE PLUS
Extended Warranty Plan



Overview:

The Value Plus™ Extended Warranty Plan extends Toshiba's standard hardware warranty coverage to protect your customer's investment. Choose from either a 7-year (84 months) or a 5-year + 1 month (61 months) hardware warranty extension option on Toshiba's Strata® CIX™ and CTX family of products. The Value Plus Extended Warranty Plan also includes the 5000-series and 3200-series of digital telephones and the 5000-series and 2000-series IP telephones, as well as select Stratagy® voice processing products when sold and installed with a Strata CIX or CTX system. Additional products may be added from time to time.

Eligibility:

The Value Plus Extended Warranty Plan is intended to be a point of sale program. You will have sixty (60) days from the date of purchase of equipment from Toshiba to purchase the Value Plus Extended Warranty Plan. Addition of equipment (AMC) can occur at any time during the life of the contract. Additional equipment added would be coterminous with the existing Value Plus term. No reduction in the configuration will be permitted after the execution of the Value Plus Extended Warranty Plan.

All products must have been purchased, leased, and/or licensed from an Authorized Toshiba Dealer from Toshiba America Information Systems, Inc., Telecommunication Systems Division (TSD) in new condition and installed by you. The product must have applicable product serial number identification.

All required documents must be completed by you and your customer, and the Value Plus Extended Warranty Plan must be registered with TAIS TSD in order for your customer to be entitled to services identified under the Plan. Activation of the warranty plan will occur upon valid registration of the Value Plus Extended Warranty Plan with TAIS as reflected in our records. No services will be rendered until all fees have been paid.

Cancellation, Exchange, and Transfer:

Your customer may cancel the Value Plus Extended Warranty Plan only within the first thirty (30) days after the Activation Date. Provided that you and Toshiba have not provided any services under this plan, you, the Dealer, will refund the price paid to your customer. In turn, Toshiba will credit you for the cost invoiced to you. If any service has been rendered under the Value Plus Extended Warranty Plan prior to cancellation, the amount of the refund will be reduced by the retail value of the service(s) rendered.

Customer may not assign this Agreement or transfer this Value Plus Extended Warranty Plan in whole or in part to another customer under any circumstance. The Value Plus Extended Warranty Plan may be transferable from one Dealer to another Authorized Toshiba Dealer with TAIS/TSD authorization and intervention.

Dealer Responsibilities:

You will provide all parts as necessary to fulfill the terms and conditions of the Standard Limited Warranty for eligible Products until the expiration date set forth in the Value Plus Extended Warranty Agreement. You are financially and legally obligated to perform the service under the Value Plus Extended Warranty Plan.

Warranty Plan Exclusions and Conditions

The limitations, exclusions, and all other terms and conditions set forth in the Standard Limited Warranty for the Product shall apply during the Value Plus Extended Warranty.

In addition, your customer shall be responsible for protecting data stored on the Product and any necessary data backup. Dealer and Toshiba America Information Systems, Inc. disclaim responsibility for any lost, damaged, or destroyed software program, data, or other information stored or residing on any media or any part of the product covered by the agreement, including without limitation, deletion or alteration of the contents of any data storage media which may occur during service of the product. Customer is responsible for removing any data or confidential, proprietary, or personal customer information. Neither Dealer nor Toshiba America Information Systems, Inc. is responsible for damage to or loss of any programs, data, or removable storage media, nor for the restoration or reinstallation of any programs or data other than software installed by or for Toshiba America Information Systems, Inc., when the product was manufactured.

If your customer authorizes you to perform any services excluded under the Value Plus Extended Warranty Plan, your customer shall pay standard repair fees for such work. If a reported problem cannot be reproduced during service (no fault found), you may charge your customer for labor costs incurred.

Term:

The term of the Value Plus Extended Warranty Plan begins on the Activation Date and ends on the Expiration Date as identified by the registration of the Plan by Toshiba.

Pricing:

Your cost for Value Plus is based upon a percentage of the List Price of all covered system components of the Strata CIX40, Strata CIX100, Strata CIX100-S, Strata CIX200, Strata CIX670, Strata CIX1200, 5000-series and 3200-series digital telephones and 5000-series and 2000-series IP telephones, and/or select Strategy voice processing products.

SPECIFICATIONS

Years of Service	Value Plus Strata CIX40, Strata CIX100, Strata CIX100-S, Strata CIX200, Strata CIX670, or Strata CIX1200 (Peripheral equipment NOT covered or included in this plan.)
7-Year Program	4.7% of the total sum of the List Price of all eligible CIX and CTX components, 5000-series and 3200-series digital, and 5000-series and 2000-series IP telephones, and select Strategy voice processing products. (plus additional \$400 surcharge for ALL Strategy Voice Mail Models, \$200 for GVPH and GVMU, \$300 for LVMU, and \$100 surcharge for CHSU40A and CIX40R2)
5-Year + 1 Month Program	3.5% of the total sum of the List Price of all eligible CIX and CTX components, 5000-series and 3200-series digital, and 5000-series and 2000-series IP telephones, and select Strategy voice processing products. (plus additional \$300 surcharge for ALL Strategy Voice Mail Models, \$100 for GVPH and GVMU, \$200 for LVMU, and \$50 surcharge for CHSU40A and CIX40R2)

Example: Strata CIX100 with IVP8-R2, List Price configured with phones: \$8000 Total List Price x 4.7% + \$400 Surcharge = \$776

\$776 is YOUR COST from Toshiba to offer the 7-year Value Plus Extended Warranty Plan to your Customer.

Site Registration Process

Dealer Responsibilities:

1. Log on to FYI, Purchasing, VP Contract Entry.
2. For assistance, see Help from the FYI Home Page menu.
 - a. Complete the site information. Please note that the end user email address is required. As Toshiba is legally bound to provide verification of the extended warranty, we will email a copy of the contract and certificate to your customer.
 - b. Enter all part numbers and serial numbers to be covered at this site. All parts entered on a Value Plus contract must have been purchased within 6 months of contract entry.
 - c. Click on the Submit for Approval button.
 - d. Verify that all signed copies of the contract are on file at your office, then click on the "I Agree" button.

Toshiba Verification:

1. Receives the submitted contract on FYI.
2. Verifies end user email and accuracy of part and serial numbers.
3. Activates contract by invoicing the dealer.
 - a. Emails the contract and certificate to both the dealer and the end user.

Adding Additional Equipment

1. Go to FYI, Purchasing, VP Contract Inquiry.
2. Enter the contract number in the appropriate search field, and open the contract.
3. Click on the Add Equipment button at the bottom of the page.
4. Enter all part numbers and serial numbers to be added.
5. Click on the Submit for Approval button.
6. You will be notified of the accepted addendum via email.

How to Obtain Service:

Replacements and repairs cannot be requested until the contract is activated and the dealer is invoiced.

Dealers MUST carry spare parts.

If a failure occurs within 2 years from the cut date, you may request a replacement. Toshiba will ship a new or refurbished part (at our option) for the failed part/component. If a failure occurs after 2 years and up to the end date of the contract, you must request a repair. You will receive an EPR RA number to send the part to our repair center for a free repair.

Replacement and repair requests must be processed via the contract.

- a. Go to FYI, Purchasing, VP Contract Inquiry.
- b. Enter the contract number in the appropriate search field, open the contract, and go to the Serial Maint page.
- c. Click on the part to be returned, then choose from the button options at the bottom of the page.
- d. For assistance, see Help from the FYI Home Page menu.

Questions?

Contact our Value Plus Coordinator:

e-mail: valueplus@tais.toshiba.com

phone: (949) 583-3587

fax: (949) 583-3096

Frequently Asked Questions

1. What products are included in the Value Plus Extended Warranty Plan?

We evaluate each new product as it is introduced and advise you of its inclusion in the program. At this time Value Plus Extended Warranty is only offered for the following products:

- | | |
|-------------------|--|
| > GVMU | > Strata iES32 |
| > Strata CIX40 | > Strata 2000-series IP telephones* |
| > Strata CIX100 | > Strata 5000-series IP telephones* |
| > Strata CIX100-S | > Strata 3200-series digital telephones* |
| > Strata CIX200 | > Strata 5000-series digital telephones* |
| > Strata CIX670 | |
| > Strata CIX1200 | |
| > Strata IVP8 | |
| > Strata iES16 | |

*Value Plus Extended Warranty offered when used in conjunction with a Strata CIX or CTX system

2. Can phones or voicemail systems be warranted on their own?

No. The minimum configuration for a Value Plus contract is a base cabinet and a processor. Phones and voicemail may be added to the minimum configuration

3. Can we add additional equipment to the Value Plus contract after the original contract is activated?

Additional approved hardware components may be added at any time to the existing contract at the standard term rate and will not be pro-rated. The new components added will be coterminous with the original termination date of the extended warranty.

4. Can I retroactively sell the Value Plus Warranty Plan to end users that purchased Strata CIX or Strata CTX products prior to introduction of the program?

No. The Value Plus Plan is not retroactive. It is offered as a selling tool for new and future sales opportunities.

5. Can an end user assign this agreement or transfer it? From time to time, end users sell their buildings with the phone system included. If the system has not been removed from its original location, but has a new owner, is there any exception to the no transfer restriction of the program?

No. The warranty remains with the original purchaser.

6. Will the end user see how much the Value Plus Warranty Plan costs an Authorized Dealer? What will the end user be receiving directly from Toshiba?

The end user will have no visibility of the cost for the plan Toshiba is offering the Dealer. You are free to wrap your own service/labor costs and any mark-up to the end-user. The end user will receive via email a copy of the contract, including the covered part numbers and serial numbers, along with the certificate for their records.

7. Does the Value Plus Plan begin after the standard 24-month Product Warranty period?

No. The Value Plus Plan begins immediately. It extends the standard 24-month warranty to the maximum of 61 months or 84 months, depending on which term was selected.

8. Is the price for Value Plus calculated from the list price or dealer cost?

The plan price is calculated off of Toshiba TSD's published LIST PRICE of individual components (not package), regardless of the dealer cost/discount structure. Value Plus contracts are not eligible for additional discounts such as Government, nonprofit, or Pricing Transmittals.

9. What if the system is serviced by someone else, be it an authorized or unauthorized dealer?

Once the Value Plus Extended Warranty Plan is sold by you, the customer must report any service related issues to you, the installing dealer. The plan becomes void if serviced by an unauthorized dealer or an authorized dealer to which the Value Plus Plan is not registered.

10. Can we sell the Value Plus Extended Warranty Plan to National Accounts?

Yes. A Value Plus Extended Warranty can be requested at the time of the National Account order entry on FYI.

11. Can we sell the Value Plus Extended Warranty Plan to GSA accounts?

No. GSA contract issues will be addressed at a future date. However, government accounts not associated with the GSA contract may purchase the Value Plus Extended Warranty Plan as any other end user customer.

12. I have inventory of Strata CIX or Strata CTX systems that I purchased over the last several months. Does the warranty plan start when I sell and install it or does it start from the "lot code" of when it leaves Toshiba?

The warranty starts on the "activation date", but product must be purchased from Toshiba within 6 months of the cut date.

Note: In the event that a Toshiba system needs to be replaced and/or reprogrammed due to defective parts, labor charges may be applied to your customer base. Please be sure to notify your customer when proposing the Value Plus Warranty program.

Toshiba America Information Systems, Inc. Telecommunication Systems Division

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