



CODAR OCEAN SENSORS, LTD.

Return This Form Attn: Support Services

1914 Plymouth Street, Mountain View, California 94043 USA

TEL: +1 (408) 773-8240 FAX: +1 (408) 773-0514

E-Mail: support@codar.com

CODAR Support Services Prepaid Time Bundle Registration

(for Support Service Plan # CSERV-B)

Plan Description: Customer can purchase a discounted remote support Time Bundle with no expiration date for support service hours purchased. Each Time Bundle includes free bonus hours that offer cost savings. The Bundle packets available for purchase are shown here:

CODAR Product Code # : Amount of Support Time Included in Bundle

CSERV-B12: 12 Hour Bundle (buy 11 hours and get 1 free)

CSERV-B24: 24 Hour Bundle (buy 22 hours and get 2 free)

CSERV-B48: 48 Hour Bundle (buy 43 hours and get 5 free)

CSERV-B72: 72 Hour Bundle (buy 63 hours and get 9 free)

Service Registration, Usage-Authorization and Billing Authorization Forms need to be submitted at plan inception. The Usage-Authorization Form form needs to be completed by the customer, listing specific individuals who may call the support hotline (E-mail and telephone) under this customer account. The customer may set a specific maximum number of hours used inside any month. A quarterly summary of Time Bundle time used and the hours remaining in the Bundle will be provided.

Charge-to-credit-card authorization or invoice instructions are listed in the Billing Authorization Form.

User authorization forms are valid for a period of one year or until the Time-Bundle is used up or whichever comes first. No linkage to any particular radar equipment is required.

Time Bundle support hours can also be used only for Standard Support Services. Example of some specific services available (on-request) are listed here:

- Email/phone response to troubleshooting questions/problems
- Remote system check
- Qualitative assessment of data
- Antenna Pattern Measurement (APM) remote assistance
- APM processing and installation
- First Order line setting assessment
- Wave settings and data assessment
- Software update or upgrade assistance

- **Contact CODAR for current Time Bundle pricing**
- **Check CSERV-B Time-Bundle desired**
- **Complete and return CSERV-B forms (3 pages) to CODAR Ocean Sensors**

Indicate a Not-to-Exceed # of Hours Limit (monthly) before a secondary authorization is required:

Usage not to exceed _____ hours in any month.

CODAR will notify you when one month of service time remains

- CSERV-B12: 12 Hour Bundle (buy 12, get 1 free)
- CSERV-B24: 24 Hour Bundle (buy 22, get 2 free)
- CSERV-B48: 48 Hour Bundle (buy 43, get 5 free)
- CSERV-B72: 72 Hour Bundle (buy 63, get 9 free)

**Return this form and billing information form to:
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Authorizing
Signature _____

CODAR Internal Use Only

Customer ID# _____ Form Rec'd By _____ Date _____

CSERV-B Acct# _____



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CODAR Support Services Usage Authorization

(for Service Plans # CSERV-B)

Order Placed by:

Organization:

Name (person):	Org. Name:
Title:	Mailing Address:
Organization:	
E-Mail:	
Phone:	
Signature:	

Authorized Personnel

With my signature (above) I hereby authorize the following persons to draw support services from CODAR Ocean Sensors Ltd. under this contract, at increments up to but not exceeding any aforementioned limits.

#	Authorized Personnel (Name)	E-Mail Address	Phone #
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

If # of authorized persons exceeds space available, please attach a separate sheet noting all authorized persons and their contact information. Note: Please update this list of authorized personnel routinely throughout duration of service agreement.

CODAR Internal Use Only

Customer ID# _____ Form Rec'd By _____ Date _____

CSERV-B Acct# _____



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CODAR Support Services Invoice Information

(for Service Plan # CSERV-B)

The Standard Support Services rate is subject to change. Please contact CODAR for current rate. Customers will be notified in advance of any rate changes before additional charges are incurred. Billing cycle is once per calendar month.

Please check one billing option box and supply the requested information below:

Bill my credit card (automatic charge authorization)

I hereby allow CODAR Ocean Sensors to charge this credit each for the Time Bundle packet check marked above (on page #1) . I understand that I am liable for support service provided by CODAR to authorized personnel within the service period and # of hours posted on page 1 of this registration form.

Type of Credit Card: ___Mastercard ___ VISA

Credit Card # _____ Card Expiry Date _____

Name as it appears on credit card: _____

credit card billing zip code: _____

Authorizing Cardholder Signature _____

Invoice me and reference this Purchase Order # _____

I hereby allow CODAR Ocean Sensors to invoice for the CSERV-B service plan(s) noted above. I understand that I am liable for support service provided by CODAR. Service hours will be debited from the service Bundle but limited to the # of hours noted on Page 1.

Customers: Please submit an official Purchase Order from organization to accompany this service registration and billing authorization, or provide an official PO# that can be referenced inside any invoices.

CODAR Shall Mail Invoice to:

Organization Name: _____

Mailing Address:

Billing-Related Issue Contact Person Name or Dept. _____

E-Mail: _____

Phone: _____

Authorizing signature _____
 Name of signature _____

CODAR Internal Use Only

Customer ID# _____ Form Rec'd By _____ Date _____

CSERV-B Acct# _____