

PROG-IT SERVICE DEVICE - DAAS

Prog-It Service Device is a monthly purchase model that includes the device or technology selected by the Customer, the services selected for it, and financing for the contract period.

Prog-It Service Device is part of a digital user service model that supports the Customer and offers the Customer a flexible service where the company can acquire the devices as a service (Device-as-a-Service).

The Prog-It Service Device is delivered and invoiced by Prog-It Oy ("Supplier").

2. CONTENT OF SERVICES

Prog-It Service Device Network devices include for example firewalls, switches, wireless base stations, AV-equipment as well as peripherals and accessories connected to them, as well as services for the contract period of the device.

The services and contract period of the Prog-It Service Device can be selected at the time of the Customer's purchase. The service and contract period choices made affect the amount of the monthly fee. The selected package constitutes a fixed-term subscription with a minimum duration.

Package Contents			
Device category	Service	Default	Option
Network equipment	Delivery	X	
	Maintenance services (maintenance logging)	X	
	Insurance	X	
	Recycling		X
	Microcode updates	X	
	Installation	X	
	End-user support		X



Other Equipment	Delivery	X	
	Maintenance	X	
	End-user support		X

By default, the default service content and contract period is 36 months, unless the contract period is changed at the time of purchase.

The default options determine the contents and duration of the package, unless changes are made at the time of purchase. Delivery and maintenance are always included in the service content of the contract period and cannot be removed.

By default, the following services are included in the service content for the contract period, unless changes to the default content have been made at the time of purchase.

3. SERVICES

The services of the Prog-It Service Device include the selected services for the minimum contract period of the device.

The customer undertakes to keep the equipment in good condition throughout its life cycle. The customer is obliged to take care of and maintain the device and use it carefully so that there is no change in its condition, except for normal wear and tear.

4. CUSTOMER SERVICE

Customer service is available by phone and email. Service hours are on weekdays from 08:30 to 16:30. SLA is Next Business Day by default. Customer support services subject to an additional fee will be billed to the customer according to the valid price list.

5. PRE-INSTALLATION AND INSTALLATION

Prog-It Service Devices are pre-installed and delivered ready for use, unless the Customer has separately removed it from the service content at the time of purchase. Pre-installation contributes to the quick and efficient commissioning of the device, providing the Customer with equipment that is as ready for use as possible. The physical installation of the devices to customers location can be included in the monthly price as an option. The schedule for the delivery and on-site installations are determine separately for every order.



6. AFTER-SALES SERVICE

In the event of a device failure, the Prog-It Service Device must always be serviced. In the event of an equipment breakdown, the Customer will contact the Supplier and order after-sales service. The Customer may open a service request by contacting the Supplier's Customer Service.

Maintenance work outside the equipment manufacturer's warranty shall be invoiced to the Customer in accordance with the valid service price list. The device manufacturer's warranty does not cover failures or breakdowns caused by misuse of the device.

7. AFTER-SALES SERVICE WITH REPLACEMENT DEVICE

After-sales service with a replacement device enables a cost-effective maintenance process and uninterrupted work.

If the equipment fails, the Customer may place a service order with the Supplier in the Supplier's service channel either electronically or by telephone. Prog-It will provide the Customer with maintenance instructions and packaging material for the device to be serviced, as well as delivery information of a replacement device corresponding to the original device. The model of the device may differ from the device provided for service.

If there are defects in the service that are outside the manufacturer's warranty, Service will send the Customer an e-mail cost estimate, which the Customer must respond to within five working days. If the Customer does not respond to the above within time or the device is not repaired, an invoice for the repair estimate will be sent to the Customer in accordance with the order. An unrepaired device will be returned to the Customer or recycled.

Maintenance work outside the manufacturer's warranty shall be invoiced to the Customer in accordance with the valid service price list.

8. WARRANTY

The Prog-It Service Devices always include the manufacturer's warranty, which is specific to the device manufacturer and device model in terms of coverage and duration.

Maintenance work outside the equipment manufacturer's warranty shall be invoiced to the Customer in accordance with the valid service price list. The device



manufacturer's warranty does not cover software defects, breakdowns, or defects caused by misuse of the device.

9. WARRANTY EXTENSION

Prog-It Service Device IT equipment includes the device manufacturer's extended warranty for the partial or full duration of the service agreement (up to 36 months), provided that it has not been separately removed from the service content at the time of purchase.

Depending on the equipment manufacturer, the extended warranty is either carry-in (the device is delivered for service) or on-site (the device is serviced on site). The warranty extension may also be specific to the device model and include parts that are easily replaced during maintenance, which the Customer must know how to replace themselves.

10. INSURANCE

The Prog-It Service Device includes insurance, unless the Customer has separately removed it from the service content at the time of purchase. Equipment insurance is an effective protection against financial loss in the event of damage to equipment. In accordance with the approved insurance decision, the device will either be repaired or replaced with a new similar device.

The insurance covers physical losses to equipment caused by a sudden and unexpected event if, as a result of those events, the value of the equipment is reduced or lost. In the event of compensation, the Customer must pay the deductible, which is specified in more detail in the Insurance Terms. The duration of the insurance covers the entire original minimum contract period of the device.

In insurance cases, please contact Customer Service.

The insurance terms and conditions are described in more detail in a separate appendix.

11. RECYCLING SERVICE

The recycling service offers environmentally friendly and secure recycling of the end-of-life equipment. Recyclable equipment is handled securely; In the service, device memory is overwritten and wiped using a certified method.



12. SERVICE AGREEMENT

A Service Agreement is formed between the Supplier and the Customer, which enters into force on the date agreed in the agreement.

Each service device is formed into a separate fixed-term subscription.

Depending on the class of devices included in the agreement

13. TERM

The contract period of the Service Device can be 12, 24, 36, 48 or 60 months and is determined when ordering the Prog-It Service Device. Each Prog-It Service Device creates a fixed-term order. In all situations, the customer is responsible for paying the service fees for each order during the entire fixed-term period.

There may be differences between contract periods depending on the device category, including the coverage and duration of the services.

After the original contract period, the contract will continue in 12-month periods if the customer does not terminate the service at least 3 months before the end of the original contract.

14. PRICING

The monthly price of the Prog-It Service Device consists of the right to use the selected device for the duration of the contract period, as well as selected services subject to a monthly fee and possible accessories that are connected as part of the Service Device package.

Service equipment contracts are made according to the prices valid at the time of ordering. The Supplier may change the prices at its option, at any time without notice; Price increases/discounts only apply to orders placed after such changes.

The Supplier reserves the right not to deliver orders due to price errors.

15. BILLING

Service equipment fees are invoiced every month. The monthly invoice amount consists of the services selected at the time of purchase, the length of the contract period, the selected device and any accessories. The invoice can be delivered either by the provider or the financing partner of the provider.



The first invoice is issued in the calendar month following delivery.

Any invoicing fees, service fees and other costs incurred will be added to the Customer's invoice in accordance with the valid price list.

16. LICENSE AND OWNERSHIP

The Service Device is owned by the Supplier or the Financing partner of the supplier. Customer does not acquire ownership of the Service Device.

The customer may not pledge, sublease or use the device in violation of current legislation or official regulations.

In special situations, and with a separate transfer agreement, a service equipment contract can be transferred from one company to another (e.g. mergers, divisions). A separate transfer fee can be charged for this in accordance with the valid price list. A change of ownership requires an approved credit decision from the recipient company. In the event of bankruptcy, Prog-It Service Devices must be returned to the Supplier immediately.

17. SERVICE DEVICE CONTRACT TERMINATION OPTIONS

At the end of the initial contract period for the Device, the Customer must select one of the following options:

- Maintain device or if no selection is made: The device will automatically go into a 12-month extension period, until the Customer makes a separate choice, or supplier informs of End Of Life for device.
- Return :Returns the device to the Supplier for recycling

The customer must inform about the return no later than three months before the end of the current contract period.

Based on the selected information, the Supplier prepares to receive the returned devices, agrees with the Customer on packing and removal of returned devices, or invoices any further periods and redemptions/non-returned devices.

18. EXTENSION

If the customer does not notify in the agreed time of what will be done with the device, it will automatically go for a (12) month extension period, with the original service fee.



When the device goes into an extended period, some services targeted at the original contract period of the device may no longer be valid. Supplier will renew warranty and security update features for the extension period where applicable and continues the maintenance and updates services.

19. RETURN

The Prog-It Service Device service package Network and/or IT equipment, and all products and accessories, such as power supplies (e.g. docks and displays) must be returned to the Supplier or to the location specified by the Supplier.

Products returned after the actual contract or extension period shall arrive at the Supplier no later than ten days after the end of the contract or extension period.

20. NON-RETURN

If the Customer has chosen the Return but does not return the equipment by the agreed time, or the devices are lost, the Supplier will send a separate invoice to the Customer.

21. CHANGES TO THE SERVICE DESCRIPTION

This service description replaces previous versions of the Prog-It Service Device service description.

The Supplier can change and update this service description.

