



Inveneo Direct Pricing and Support Policy

Reliable support is critical to the sustainability of every ICT project. This is true whether the project is in Silicon Valley or the relief camps of Northern Uganda. That's why we launched the [Inveneo Certified ICT Partner \(ICIP\) program](#), which trains and certifies in-country ICT professionals in the installation and support of ICT projects in low-resource settings. Clients that work through our local ICIPs receive capable, affordable and timely support as well as in-country handling of Return Merchandise Authorizations (RMAs). These ICIPs, in turn, receive direct support from Inveneo whenever it's needed.

Despite the many advantages of working with ICIPs, clients working in places where we do not yet have certified ICIPs may need to purchase equipment or receive support directly from Inveneo. These Inveneo Direct (ID) clients may purchase support either as a service plan or in hourly blocks, as described below.

ID Support - Service Plan:

- The ID support service plan is a fixed-fee plan with no set limit on the amount of support the client may receive.
- Service Plan fees are included as a *line item* in invoices calculated at 18% of the total cost of all equipment, including software.
- Service Plan purchasers have access to Inveneo's online resources as well as Inveneo Direct phone and email support.
- The service level agreement (SLA) includes best efforts 1 business day and guaranteed 2 business day response on all support inquiries.
- RMA process: ID clients are responsible for shipping of defective equipment to Inveneo San Francisco office after receiving an RMA authorization from the Inveneo support team. Inveneo covers return shipping costs (through our freight forwarder) of repaired or replacement equipment for all Service Plan RMAs. Inveneo will pay the cost of re-shipping for equipment that is defective on arrival (DOA) or for incorrect shipments. See www.inveneo.org/legal for details on Inveneo's equipment warrantee, T&Cs and Support Policy. With Inveneo pre-approval, ID Support Service Plan clients receive return shipping of defective equipment prior to receipt of RMAs.
- Service Plans are valid for 2 years from date of shipment.
- At the end of the initial contract, clients may renew the service plan (in 12 month increments) based on the service plan pricing at the time of renewal.

ID Support - Hourly:

- ID clients may purchase support time in blocks of 5 hours priced at \$50/hour (\$250/block).
- Hourly support purchasers have unlimited access to Inveneo's online resources
- Hourly support time includes phone, email and offline research time that is specific to the client's support inquiry
- The Hourly Plan SLA includes best efforts 1 business day and guaranteed 2 business day response on all support inquiries.
- With Inveneo pre-approval, hourly support clients receive return shipping of defective equipment prior to receipt of RMAs.
- Hourly support clients are responsible for the full cost of shipping in both directions for all RMAs. Inveneo will pay the cost of re-shipping for equipment that is defective on arrival (DOA) or for mis-shipments. See www.inveneo.org/legal for details on Inveneo's equipment warrantee, T&Cs and Support Policy.



ID Support – Hourly Continued:

- All RMAs, except in cases of equipment that is defective on arrival (DOA). See <http://www.inveneo.org/> for details on Inveneo’s equipment warranty.
- Hourly support clients can upgrade to the Service Plan at any time with unused hours applied to the cost of the plan.

Important Note: ID Clients that elect *not* to purchase either support option may access Inveneo’s online support resources but will not receive phone or email support and are responsible for the full costs of shipping for all RMAs, except when equipment arrives DOA. See www.inveneo.org for details on Inveneo’s equipment warranty. ID clients may opt to purchase support at any time, with support contract beginning on the date of purchase.

Comparing Support Options:

Support Resource	Go-it-alone	Hourly Support	ID Service Plan
Equipment Warranty	Standard 12 Mo.	Standard 12 Mo.	Standard 12 Mo.
Support Wiki	X	X	X
ID email and phone support		X	X
SLA	N/A	“Best efforts” 1 business day, guaranteed 2 business day, response time	“Best efforts” 1 business day, guaranteed 2 business day, response time
RMA: Return shipping prior to receipt of approved RMAs		X	X
RMA: Return Shipping paid by Inveneo			X
Price	Free	5 Hr. Blocks (\$250/block)	18% of equipment costs
Term	N/A	N/A	24 Mo. (12 mo. Extensions optional)