

Safety und Service = Tandberg Data

At Tandberg Data we understand, that a product is only as good as the accompanying service. It is especially critical when you consider how many of our products protect business critical data for storage, recovery, compliance and archiving - the lifeblood of all companies. Hence, we are proud to offer our SecureService.

With so many services to choose from, it can be daunting. We've tried to make the process as easy to understand and implement as possible. To keep fully updated, go to www.tandberg.com, where you can buy/order SecureService online.

Tandberg Data, providers of professional and quality

- solutions
- logistics
- services.

We have been proudly servicing our customers for over 25 years and customer service is, and will always, remain fundamentally important to Tandberg Data.

*not available in all regions!

A safe decision = Tandberg Data

European manufacturer

- Headquarters in Oslo, Norway
- Europe-wide support, service, sales and marketing
- Short communication channels, fast support
- English-speaking contact person

Reliability

- MTBF up to 300.000 hours
- Data security for more than 30 years
- Extremely low failure rates

Investment protection

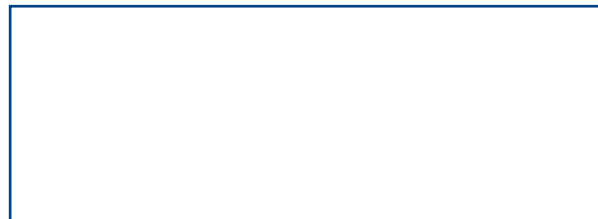
- Well-tried, reliable technology
- Migration to new products
- Long-term product support guaranteed
- Backward compatibility within product lines

Security

- Robust and compact design
- Proven technology

Service

- 3-year warranty
- 48-hour Advanced Replacement Service
- Online support via the Internet
- Free technical support and technical hotline

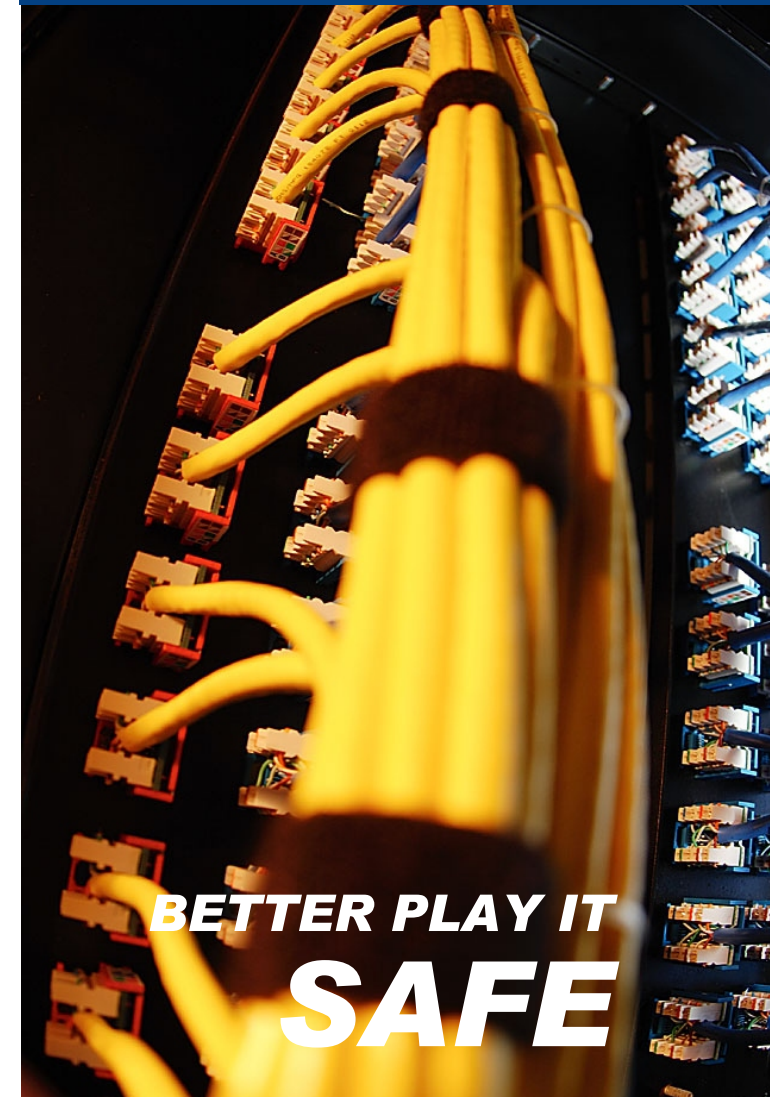


www.tandberg.com

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SecureService Brochure, english



**BETTER PLAY IT
SAFE**

Tandberg SecureService

Tandberg SecureService:

A product - and especially a backup hardware product - is only as good as the service that comes with it. Therefore Tandberg Data offers to each Automation product, encompassing service levels.

BETTER PLAY IT **SAFE**

Products

Professional products are backed by professional services and Tandberg Data's SecureService is available for the following products:

Tandberg StorageLoader

Tandberg Data sets new standards for ease of use, storage density and reliability with this 1U and 4U StorageLoader range.

Tandberg 2U Autoloader

Double technology protection for SDLT and LTO products from this entry level autoloader that boasts extensive software support.

Tandberg BAKStor 1000/2000




The new Tandberg BAKStor Appliances herald a new era for disk-based backup, providing total ease of restore and archiving.

Tandberg StorageCab 4000

For those customers considering disk-based solutions, Tandberg Data's StorageCab NAS appliance offers the ideal solution for accelerated backup and recovery.

Questions about Tandberg SecureService?

Call 00 800 - T A N D B E R G
Mail logisticEMEA@tandberg.com
Web www.tandberg.com/secureservice

| | |
|-------------------|---|
| Onsite Services | SecureService Onsite 7 x 24 x 4  |
| | SecureService Onsite 5 x 8 x 4  |
| | SecureService Onsite 5 x 8 x NBD  |
| Extended Services | SecureService BAKStor Installation and Upgrade Service* |
| | SecureService Tech Support 7 x 24 x 4 |
| | FastExchange Service S24 |
| Basic Services | Advanced Replacement Service |
| | 3 Years Warranty Support Hotline Online Supportcenter |

Servicelevel: 7x24x4

7x24x4 - Onsite service and support on 7 days/week, 24 hours/day. Service response time within 4 hours.

Servicelevel: 5x8x4

5x8x4 - Onsite service and support on 5 working days during normal office hours (8 hours/day). Service response time within 4 hours. This service is available during the office hours Monday to Friday from 8am - 5pm (public holidays not included). Telephone and Onsite service support available 5 working days, 9 hours a day.

Servicelevel: 5x8xNBD

On site service and support on 5 working days during normal office hours (8 hours/day). Service response time Next Business Day (within 24 hours).

All services can be purchased either together with the hardware itself, or within 3 months following the date of purchase of hardware from an authorized Tandberg Data distributor, reseller or directly from Tandberg Data.

Advanced Replacement Service

For nearly all Tandberg Data products, we grant not only the Onsite Service in line with the Tandberg SecureService, but also an Advanced Replacement Service. This service is included in the purchasing price for the 1st year and is available e.g. for tape drives and autoloaders. With this service, you have full peace of mind as you can receive a replacement device even before you have returned your defective product to our Service Department.

FastExchange Service

To ensure smooth operation of your Tandberg S24 library, Tandberg Data will swap out these devices (in case of failure) during the first 3 years after purchasing without additional costs.

* Software/ media dispatch