



## Allegro Fixed Network Maintenance Program Overview

Master Meter’s Maintenance Program for Allegro Fixed Network systems provides our utility customers with peace of mind by normalizing maintenance costs and guaranteeing the integrity of their investment in exchange for an affordable annual fee that covers both Parts and Labor over the full lifecycle of the Allegro Fixed Network system. This document provides an overview of the Allegro Fixed Network Maintenance Program. Please refer to the Allegro Fixed Network Maintenance Agreement for the specific terms of the agreement.

### Benefits Provided:

- Scheduled preventative maintenance services conducted every two (2) years by trained Master Meter network technicians.
- Refurbished replacement equipment provided and installed by Master Meter preemptively, or in response to equipment failure, at no additional cost to the utility.

The Allegro Fixed Network Maintenance Program’s flexible pricing structure provides affordable coverage for systems of all shapes and sizes. Annual fees are calculated on a per-equipment starting in Year 2 following the expiration of Master Meter’s standard 1-year warranty on Allegro infrastructure equipment (Base Stations and Repeaters).

The pricing options are as follows:

*Table 1)*

| Resource Number    | Annual Fee | Coverage Provided               |
|--------------------|------------|---------------------------------|
| RHS-ALL-F-BS-SS    | \$5000     | One (1) Allegro Base Station    |
| RHS-ALL-F-BS-ALCSS | \$350      | One (1) Standard/Solar Repeater |
| RHS-ALL-F-BS-ALCPC | \$100      | One (1) Photocell Repeater      |

*Table 2) Example Fee Schedule for two (2) Allegro Base Stations and seven (7) Standard/Solar Repeaters:*

| Year 1 | Year 2   | Year 3   | Year 4   | Year 5   | Year 6   | Year 7   | Year 8   | Year 9   | Year 10  |
|--------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| \$0    | \$12,450 | \$12,450 | \$12,450 | \$12,450 | \$12,450 | \$12,450 | \$12,450 | \$12,450 | \$12,450 |

*Table 3) Example Fee Schedule for one (1) Allegro Base Station, two (2) Standard/Solar Repeaters, and three (3) Photocell Repeaters:*

| Year 1 | Year 2  | Year 3  | Year 4  | Year 5  | Year 6  | Year 7  | Year 8  | Year 9  | Year 10 |
|--------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| \$0    | \$6,000 | \$6,000 | \$6,000 | \$6,000 | \$6,000 | \$6,000 | \$6,000 | \$6,000 | \$6,000 |



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## Frequently Asked Questions:

### 1. What value does the Fixed Network Maintenance Program provide me as a customer?

Master Meter developed the Fixed Network Maintenance Program in an effort to reduce the Total Cost of Ownership of fixed network AMI for our customers. The Fixed Network Maintenance Program guarantees that your Allegro fixed network infrastructure will remain in optimal operating condition for the entire span of your business relationship with Master Meter. All parts, labor, and shipping cost will be covered by Master Meter so you will never have to worry about budgeting for the purchase of brand new equipment to replace those that fail.

### 2. What does coverage under the Fixed Network Maintenance Program include?

Fixed Network Maintenance coverage is purchased on a per equipment basis. Please refer to *Tables 2 & 3* for examples.

Coverage includes scheduled maintenance checkups by trained Master Meter network technicians and replacement of covered equipment as needed with all parts, labor, and shipping costs covered by Master Meter.

### 3. What is the difference between the new Fixed Network Maintenance Program and the one originally offered with Allegro?

Under the original program Master Meter provided loaner equipment while waiting for the failed units to be refurbished and returned to the customer. Under the new Fixed Network Maintenance Program, Master Meter instead completely replaces equipment in the field with refurbished units without requiring the use of loaner equipment. This helps reduce the logistics and complexity of addressing problems in the field once the Allegro Fixed Network has been implemented.

### 4. When does coverage begin after I've purchased the Fixed Network Maintenance Program for my equipment?

Coverage under the Fixed Network Maintenance Program begins after Master Meter has received payment and the expiration of the standard manufacturer's warranty as detailed in Master Meter's Consolidated Warranty policy.

### 5. When will I be invoiced for my purchase of coverage under the Allegro Fixed Network Maintenance Program?

Customers will be invoiced 30 days prior to the end of the initial warranty terms (*Consolidated Warranty*). Payment on this invoice will provide coverage for the upcoming year and will



continue to be invoiced 30 days prior to the expiration of each annual support term. Please refer to *Tables 2 & 3* for examples.

**6. When can I purchase coverage under the Allegro Fixed Network Maintenance Program?**

Coverage may be purchased at any time before the expiration of the Consolidated Warranty terms included in the initial purchase of the Allegro equipment.

**7. Can I purchase coverage of previously installed Allegro equipment that is not currently covered by the Allegro Fixed Network Maintenance Program?**

Yes! However, Master Meter reserves the right to, at its discretion, inspect said equipment and accept or reject it for coverage under the Allegro Fixed Network Maintenance Program.

**8. Can I purchase coverage under the Allegro Fixed Network Maintenance Program for some, but not all of my Allegro Fixed Network reading equipment?**

To avoid potential disputes, Master Meter will not cover select portions of an Allegro Fixed Network infrastructure. Coverage under the Allegro Fixed Network Maintenance Program may only be purchased for the entirety of the Fixed Network infrastructure.

**9. Does the new Allegro Fixed Network Maintenance Program cancel my existing maintenance agreement with Master Meter for Allegro Fixed Network equipment?**

Master Meter will continue to honor the legacy maintenance agreement for existing customer who choose not to take part in the new Allegro Fixed Network Maintenance Program however the legacy agreement will not be made available for purchase by new Allegro customer. Choosing to take part in the new Allegro Fixed Network Maintenance Program negates the previous agreement.

**10. Does the new Allegro Fixed Network Maintenance Program provide coverage for Allegro Drive-by reading equipment or Allegro Radio Endpoints?**

The Allegro Fixed Network Maintenance Program provides coverage for the Allegro Base Station, Standard Repeaters, Solar Repeaters, and Photocell Repeaters, not the Allegro Radio Endpoints or Drive-By reading equipment.