

From: "Chris Cappiello" <[REDACTED]>

To: "Jermaine" <[REDACTED]>

Subject: RE: Damaged Radio

Date: Mon, 01 Aug 2016 15:37:06 +0000

Inline-Images: image001.png

Jermaine,

Unfortunately, lightning strikes are not covered under the Dragonwave warranty. This is typical of all manufacturers.

With that being said the typical process is you ship the radio in once the radio is received and diagnosed by DW they will provide a repair cost. At that point it takes up to 30 days for the radio to be repaired and sent back.

Did you want to think about purchasing spare radios. I'm not sure how critical this link is but if you have spares you will never be without a link for too long.

Best regards,

Chris Cappiello
Director of Business Development
Future Technologies Venture, LLC

P: [REDACTED]

E: [REDACTED]



From: Jermaine [mailto:[REDACTED]]

Sent: Monday, August 1, 2016 11:33 AM

To: Chris Cappiello <[REDACTED]>

Subject: Damaged Radio

Good day Chris

Yesterday, there was a lightening storm and the tower on the main island of St. Thomas was struck. The lightening damaged the compact dragonwave radio to little St James our VT&T client. The tower owner, Choice Communication, will remove the radio from the tower and bring it to us. What is the protocol for sending it for repairs?

Regards

Jruan

VT&T Technician