

- **Q: I still have time on my current lease but I would like the upgraded hardware. What are my options and what are the associated costs?**
A: If you are in the middle of a lease we will excuse you from your current agreement and execute a new 36 month agreement. The monthly cost remains the same and it is still eligible for E-Rate Funding.
- **Q: I still have time on my current lease, but would like the upgraded software. What are my options and what are the associated costs?**
A: There is no charge for software upgrades for customers with a current lease or support contract.
- **Q: How long will you support the Joebox v2.x (hardware and software)?**
A: Joebox v2 hardware will be supported until June 30, 2009. Version 2 software will be supported until June 30, 2008.
- **Q: I don't know if I should upgrade. What are the major improvements and new features?**
A: Joebox v3 (hardware) has enhanced and greater throughput capacity. Joebox v3 (software) has new features such as expanded groups and Active Directory support (please refer to the product specification sheet).
- **Q: Will I lose functionality?**
A: No, our engineer will work with you to ensure proper configuration.
- **Q: How long does an upgrade take? Will upgrading take my network down?**
A: The upgrade takes approximately 30 minutes. Yes, please plan for your network to be down for the upgrade.
- **Q: Do I need to upgrade to the version 3.0 software?**
A: We recommend that all Joeboxes be upgraded to v3 (software) within 12 months.
- **Q: Will the new upgrade include support for Active Directory?**
A: Yes, the new upgrade will support Active Directory.