



Processing instructions: Fill in all of the information for all 3 pages. When completed, either email to sales@arrakis-systems.com, or fax to Arrakis Systems inc. at: 970-663-1010 or mail the completed form to: Arrakis Systems inc. 6604 Powell St, Loveland CO. 80538. The order will be processed and an order confirmation will be returned to you by email, fax, or letter. The order confirmation will include an estimated ship date and training information.

Customer Information

Table with 5 columns: Call Letters, Group, Street, City, State, Contact, Phone, Cell, Fax, Email, Zip

Purchase Order

Main purchase order table with columns: Model #, Description, List Price, Qty, Subtotal. Includes sections for Accessories and Shipping.

NOTES: Payment plans are only available within the US. All international orders must purchase the system. Email sales@arrakis-systems.com for a quote.

\*\$75 shipping to 48 contiguous states. Call for shipping prices to AK & HI.

Total: \_\_\_\_\_

Name (please print): \_\_\_\_\_ Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Support Information

- 1) How did you hear about DHD? (web site, internet search, email, magazine ad, referral, previous customer)
2) How many stations are associated with this station?
3) What is your station's website?
4) Is this replacing another automation system, if so, what brand/model?
5) What other systems did you consider?



The Digilink-HD Payment Program

1. Definition: The program provides the use of hardware, software, training, service, and support for on air, radio automation in exchange for a monthly or yearly fee.
2. Fee: \$200 per month, per unit. The Digilink-HD program is provided for a monthly fee. The program is not a purchase or a lease. There is no capital expenditure. All hardware and software remains the exclusive property of Arrakis Systems inc. The monthly fee is for the use of hardware, software, and support services for a single PC.
3. Multiple PCs: Multiple On Air PCs are supported through the purchase of an DHD Solutions program for each On Air PC. The first On-Air is \$200 per month, each additional On-Air is \$100 extra. 2 On-Air systems would be \$300, 3 stations would be \$400, etc...
4. Monthly Payment Plan includes: Digilink-HD Software, Dell Optiplex, Flatscreen Monitor (optional extra purchase), 1 Month Service, DHD-Tools License (qty 1), Bridge Switcher Hardware, 2 output sound cards, Customer Support, Software Upgrades. Yearly Payment Plan includes: Digilink-HD Software, Dell Optiplex, Flatscreen Monitor (optional extra purchase), 1 Year of Service, DHD-Tools License (qty 1), Bridge Switcher Hardware, 2 output sound cards, Customer Support, Software Upgrades.
5. Accessories: There is no option for refund on the PC's purchased from the initial purchase, or any accessories purchased.
6. Product Functionality: The 'Bridge' combines a 16 x 3 stereo routing switcher, control logic, and two sound cards in a single compact cabinet. The PC connects to the Bridge by a USB and a RS232 serial cable. The PC runs the Digilink-HD software application which controls the Bridge. Audio stored as data files on the PC may be played through the sound cards in the Bridge, and audio from the routing switcher in the Bridge can be recorded as data files on the PC. The audio and logic connectors on the Bridge interface the PC to the radio station. The software and hardware supports live on air play, live assist play, satellite automation, hard disk automation, manual recording, timed recording, library management, and scheduling.
7. Payment Plan: prepaid monthly fee for products and services.
8. Payment Period: monthly, customer may prepay for 12 months.
9. Payment method: cash, company check, or approved credit card. Payment by credit card requires signature by a corporate officer. Product will ship after payment is confirmed for a credit card or clears the bank for a check.
10. Nonpayment: The 'Bridge' hardware requires an unlock code each pay period to continue operating. If valid payment is not received by the payment date, then Arrakis will not send the unlock code for the next period and the system will stop operating.
11. Program start date: the program starts on the date that the product is shipped from Arrakis Systems inc.
12. Fee Increases : evaluated yearly.
13. Term: until terminated by either party.
14. Customer Termination: To terminate the program, the customer must contact the factory in writing with a signature by a corporate officer. Arrakis will then send a shipping box and shipper call tag by ground service to the customer. Shipment of the box to the customer's site and then return of the equipment to the Arrakis factory will be at Arrakis' expense. The program will be terminated and the monthly fee will no longer accrue upon receipt of all hardware and software in good condition at Arrakis' Loveland, CO. facility.
15. Malicious Damage: any damage to returned hardware, that is determined in Arrakis' sole opinion to have been deliberate, will be billed to the customer.
16. Manufacturer Termination: Arrakis Systems may terminate the program with a customer upon receipt of written notice to the address that the product was shipped to. This option will be exercised if, in Arrakis' sole opinion, the DHD Solutions program is not appropriate for the customer. If the customer is not on air with the product, termination is immediate upon receipt of written notice. If the product is on air, 90 days written notice will be provided to the customer. The 90 days notice provides the customer adequate time to acquire an alternative automation system. Termination of the program by the manufacturer does not release the customer from his monthly payment responsibilities.
17. Refunds following Termination of the Program : Each month's fee is prepaid and non-refundable. The customer may terminate the program at any time by returning the hardware and software provided in the program as described under the paragraph titled "Customer Termination." In basic, the program is terminated upon receipt of the hardware and software at Arrakis' facility. Any prepaid fees beyond the termination date will be refunded to the customer.
18. Geographical boundaries: The program is as described herein in the 48 contiguous states. The program for Hawaii, Alaska, US territories, and Canada is identical except that the customer is required to pay for all shipping expenses to and from the factory. International programs to countries other than Canada are available. Contact the factory for details.
19. Language support: all verbal and written support is in English.
20. Factory Setup of Approved PCs & Networks : This service is free during the period of the program. For approved PCs and networks, Arrakis will configure the PCs with Arrakis software and setup and test the system. Cost of shipping to and from the factory will be at the customer's expense. Contact the factory for questions concerning your specific PCs and network. PC test software is available from Arrakis to test the PC and operating system. Arrakis recommends a single specific PC model and manufacturer for use by the customer. This PC is recommended by Arrakis because it is used at the factory for test and development. Arrakis can not and does not guarantee the performance of any PC, approved or not approved.
21. Telephone support of Station personnel during installation & setup : This service is free during the period of the program. The factory is available during Arrakis business days and hours to answer questions for station personnel about the Arrakis portion of the system.
22. Ongoing incident based telephone support of Station personnel : This service is free during the period of the program. It is available during Arrakis business days and hours. Following installation and the initial operational training, there will be a need for occasional telephone support to answer new installation, operation, or maintenance questions.
23. Telephone Training of Station personnel: This service is free during the period of the program. It is available during Arrakis business days and hours. Operational training over the telephone of station personnel will be available in fixed 30 minute blocks of time and must be pre-scheduled with the factory.
24. Factory Training of Station personnel : This service is free during the period of the program. Arrakis maintains training studios in its factory facility in Loveland, Colorado. Arrakis will train station personnel at no cost at its facility in Loveland. All travel and other expenses are the responsibility of the customer. Training visits must be prescheduled. Availability is based on plant loading and is during Arrakis business days and hours.
25. On site training at the Customer's facility : This service is not covered under this program. On a case by case basis, this service might be scheduled depending on the availability of factory personnel and where the customer pays all expenses.
26. Hardware Phone Support : This service is free during the period of the program. It is available during Arrakis business days and hours.
27. Replacement of defective PC 'Bridge' hardware : This service is free during the period of the program. If the PC 'Bridge' fails for any reason, it will be replaced. The replacement order will be processed within the next Arrakis business day and shipped if it is in stock. The replacement unit may be new or refurbished. The replacement unit will be shipped 1 day air (at Arrakis' expense) with a shipper call tag for returning the defective unit (also at Arrakis expense). The customer must return the defective unit in the box the replacement arrived in. The defective unit must arrive at the factory within 2 weeks or the customer will be charged the current list price for the unit. The unit must be considered defective, and not damaged by lightning or other means in order for the exchange to be free. Shipping and repairs may be charged based on Arrakis' sole opinion. At Arrakis' sole discretion, it may be required to prepay shipping, and a refund will be credited if defects are found.
28. On site labor: this program does not cover any costs or losses associated with labor or materials from customer's employees or 3rd party services, or from loss of ad revenue.
29. Software Revisions & Version upgrades : This service is free during the period of the program. New revisions or version upgrades of software products are covered under this program at no additional charge. The software will be available from the factory's website for download by the customer. Physical production & shipment of the software to the customer on CDROM may be requested but will be at customer's expense.
30. DHD-Tools: DHD-Tools is an optional software that works with DHD. When purchased, there is no option of refund available.

I understand and agree to the terms of the above agreement,

Name: \_\_\_\_\_(please print)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**Credit Card Information (REQUIRED)**

Purchase Order Number: \_\_\_\_\_  
(If required by customer)

*Upgrading Xtreme Customers ONLY*  
Upgrading Xtreme Customer? \_\_\_\_\_  
Original Bridge Serial #: \_\_\_\_\_

Select Payment Plan:

- Yearly plan, paying by check. Credit card should only be used for security purposes.
- Yearly plan, paying by credit card.
- Monthly plan, paying by credit card.

Recurring Payment Plan:

Monthly Plan *(The first studio is \$200 per month. Each additional On-Air is \$100 extra per month.)*

- 1 On-Air studio - \$200 per month
- Additional On-Air studios - \$100 additional per month x \_\_\_\_\_  
*(number of stations)*

Total Monthly Costs: \_\_\_\_\_

Yearly Plan *(The first studio is \$2,000 per year. Each additional On-Air is \$1,000 extra per year.)*

- 1 On-Air studio - \$2,000 per year
- Additional On-Air studios - \$1,000 additional per year x \_\_\_\_\_  
*(number of stations)*

Total Yearly Costs: \_\_\_\_\_

Credit Card Number: \_\_\_\_\_

Expiration Date: Month \_\_\_\_\_ Year \_\_\_\_\_

Credit Card Code (CVC): \_\_\_\_\_ The card code is usually 3 or 4 digits on the back of the card. AMEX is 4 digits on the front.

Cardholder Name: \_\_\_\_\_

- Check if billing address is the same as the shipping address.

Billing Street Address: \_\_\_\_\_

\_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Postal Code: \_\_\_\_\_

*Note: valid credit card information is required as part of the DHD payment program even if you will be paying by other means. Your credit card will be billed for the cost of the hardware if the program is canceled and the hardware is not returned within 14 days. You are responsible for keeping a current credit card on file for the length of the term. Late payments, bounced checks and declined cards are subject to a \$35 fee.*

Signature:

I understand and agree to the terms of the above agreement and authorize all required payments:

Name: \_\_\_\_\_ (Please print)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_