RCT
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SUPPORT MODEL

Comprehensive Support for a Reliable & Efficient Operation.

contents

Accessing RCT Support

RCT's level of customer support across its products and solutions is world-leading.

RCT's highly experienced technical specialists are always just a phone call away but the company has now introduced a digital platform that significantly enhances its support capabilities and instantly empowers site personnel anywhere in the world.

The online support portal myRCT is a great example of providing global mining customers with relevant and accessible support at any time.

RCT's technicians can use the online portal to remotely access a customer's site and the RCT equipment in use and carry out diagnosis, configuration, updates, download of system logs, resets, and in some cases, calibrations.

For very remote customer sites this service is comparable to an RCT technician being on-site carrying out the high level of optimisation that some site technicians are not equipped to do.

Senior managers will be able to access data from multiple sites at once and ensure that all sites are maintaining current versions of hardware, software servicing and product variations.

The online platform will enable site managers to access real-time data on machine fleet availability, utilisation and RCT solution productivity.

The platform will also give site personnel access to RCT's comprehensive training material and empower them with the knowledge to operate and maintain machine fleets.

myRCT will ensure a smooth transition from old to new technology allowing managers to plan works in a timely and consistent manner and schedule servicing, upgrades and repairs.

The portal will be configured around each customer's specific needs, their individual sites, the equipment in use and the status of each machine fitted with RCT solutions.

The platform is a user-friendly, interactive tool for customers to access relevant material that is specific to their operation and their machines.

myRCT is fully accessible to mining customers in addition to telephone support and technicians attending site in-person to carry out installation, servicing, repairs and upgrade works.

Note: Customer secure VPN is required for remote device configuration and diagnosis.

Software Support

RCT offers ongoing Software Support as part of the RCT Automation Software Licence. The support ensures the Automation features are maintained for better efficiency and reliability of operation; ensuring each customer will receive the maximum benefit from their investment in RCT solutions.

Our software and quality assurance teams are constantly evolving our products and make the changes available in new releases.

RCT Software will be released biannually to:

- ✓ Fully tested

- ✓ Compatible with other RCT solutions in the same release cycle

- ✓ Provide incremental enhancements, fixes and patches

- ✓ Ensure customers benefit from current software version improvements, features and fixes as they become available

- ✓ Provide improvements with fault diagnosis by remotely identifying faulty items within a system which enables a faster repair/replacement process

- ✓ Ensure updates/improvements to devices when they are returned to the branch for their scheduled service interval, including any device service requirements

- ✓ Provide seamless iteration of new improvements and features with minimal business disruption

- ✓ Allow for simple upgrades of purchased licence features

- ✓ Provide regular reports of all latest version releases, listing all improvements, fixes and upgrades that have been implemented

- ✓ Ensure the flexibility to move the software across current compatible Automation Centres

- ✓ Renewing your RCT Software Support is the most cost-effective way to ensure that the RCT solutions are operating to their best capability.

As-Required Standard Service & Support

RCT can maintain equipment based on the customer daily requirements. This includes all the below support services that RCT deliver now.

COMPONENT REPAIRS

LOCAL SUPPORT **GLOBAL** SUPPORT **DEALER** SUPPORT

RCT will provide component repairs to RCT transmitters, receivers, Tele-transmitters, Tele-cameras, Tele-operator chairs, Guidance control units, interface units and DVS units.

✔ Quotation as required.

RCT's customer service team receive up-to-date training to ensure changes in new technology are fully understood. RCT recommends that the transmitters and receivers should be serviced yearly. Remote hire sets are available to ensure the machine can still be operated and to minimise machine downtime.

CUSTOMER TELEPHONE SUPPORT

LOCAL SUPPORT **GLOBAL** SUPPORT **DEALER** SUPPORT

As a valued customer, you will have access to RCT Customer Service email and telephone. The email and telephone handling service is staffed by RCT personnel who will assist with the diagnosis of issues and/or failures in RCT products. Email and telephone support are available during RCT office hours. Please contact your nearest branch for their office hours.

RCT agrees to provide technical support to the end-user which includes, but is not limited to the following actions:

✔ Analyse the technical questions/enquiries and provide answers to end-users.

✔ Assist in answering questions that may arise concerning the operation and use of the RCT products that cannot be resolved by the end-user.

✔ If deemed required, make suitable arrangements for an on-site service call by an RCT Customer Service technician.

myRCT (ONLINE SUPPORT PORTAL)

LOCAL SUPPORT **GLOBAL** SUPPORT **DEALER** SUPPORT

As a valued customer, you will have access to RCT's online support portal, myRCT. The portal will give you access to submit inquiries or questions that our trained staff will be able to assist you with. The portal will also have self-help pages to assist in growing your knowledge on RCT products and solutions.

myRCT will allow access to log a help question or view the self-help pages. An acknowledgment of the ticket will be sent within 1 hour (an RCT technician will contact you within 2 hours during normal working hours or the next business day).

✔ Analyse the technical questions/enquiries and provide answers to end-users.

✔ Assist in answering questions that may arise concerning the operation and use of the RCT products that cannot be resolved by the end-user.

✔ If deemed required, make suitable arrangements for an on-site service call by an RCT Customer Service technician.

UNSCHEDULED SERVICE VISITS

LOCAL SUPPORT **GLOBAL** SUPPORT **DEALER** SUPPORT

This service is offered as an alternative to accepting the scheduled service plan. RCT provides a skilled technician to perform operational checks and preventative maintenance servicing of remote enabled machines on an "as required" basis. You will still receive the following benefits;

Comply with Australian Standard AS/NZS 4240:2009 Remote control systems for mining equipment.

✔ Replaces critical components to ensure high machine availability.

✔ Reduce machine downtimes and repairs costs due to poorly maintained equipment.

✔ Ensuring all machine remote control components are in good working order and will assist in reducing incorrect fault diagnosis of remote TX and RX units.

✔ Documentation on completion of service supplied to client for site records.

BREAKDOWN CALL-OUT SERVICE

LOCAL SUPPORT **GLOBAL** SUPPORT **DEALER** SUPPORT

Simply contact your nearest RCT Customer Service branch if you want a technician to resolve a specific issue. The Field Service Coordinator will make contact to arrange a suitable time and discuss the job in detail to ensure support parts and other logistics are well managed so the technician's site visit can be as effective and efficient as possible.

Note: Emergency call-outs are charged based on time, materials rates and mobilisation.

SOFTWARE SUPPORT

LOCAL SUPPORT **GLOBAL** SUPPORT **DEALER** SUPPORT

RCT's Software Support ensure Automation features are maintained for better efficiency and reliability of operation; ensuring each customer will receive the maximum benefit from their investment in RCT solutions.

SCHEDULED SERVICE VISITS

LOCAL SUPPORT **GLOBAL** SUPPORT **DEALER** SUPPORT

*EXCLUDING MOBILISATION

RCT recommends remote machine services being performed at regular intervals. These intervals can vary from every 2, 3, 4 or 6 months. These services are designed to provide adequate operational checks and preventative maintenance servicing to reduce the risk of equipment failure during vital production periods.

Note: The cost of repair/replacement of components and major items that are considered outside of normal operational wear and tear are not included.

Benefits include:

✔ Comply with Australian Standard AS/NZS 4240:2009 – Remote control systems for mining equipment.

✔ Replaces critical components at regular intervals to ensure high machine availability.

✔ Reduce machine downtimes and repairs costs due to poorly maintained equipment.

✔ Assist site maintenance teams to gain product knowledge through regular visits and contact with RCT technicians.

✔ Ensuring all machine remote control components are in good working order and will assist in reducing incorrect fault diagnosis of remote TX and RX units.

✔ Documentation on completion of service supplied to client for site records.

✔ Cost and supply of regular service items and consumables.

✔ Detailed inspection of major components for advance warning for replacement/repairs.

✔ Hardware upgrades to be carried out on scheduled service.

✔ Software upgrades to be carried out on scheduled service. Software Support is a critical component to guarantee software on-site remains compatible with RCT's solutions release cycle. The incremental enhancements will be made based on the ongoing support of the RCT Automation software licence and ensures Automation features consistently deliver an efficient and reliable operation. RCT's software and quality assurance teams are constantly innovating and improving our products as a result of continued improvement plans and direct market feedback.

RCT Service Contract

A service contract is an agreement on services to support RCT solutions. It can be structured to suit individual site requirements and includes all standard level inclusions as well as the following premium inclusions:

AGREED RATES FOR COMPONENT REPAIRS

LOCAL SUPPORT   **GLOBAL** SUPPORT   **DEALER** SUPPORT

PREMIUM ACCESS TO myRCT

LOCAL SUPPORT   **GLOBAL** SUPPORT   **DEALER** SUPPORT

For customers that have a service contract: A user login allows access to all the products, solutions software and hardware versions, service information, training information and online training portal where you can set up servicing schedules for your products on-site and machine systems. RCT support is available through the online support tickets, located at the customer home page. An acknowledgment of the ticket will be sent within 1 hour (an RCT technician will contact you within 2 hours during normal working hours or the next business day).

Technical support to the end-user includes but is not limited to the following actions:

✔ Direct access to RCT specialist through the portal.

✔ Review technical questions/enquiries.

✔ Better management of devices on-site.

✔ Analyse the technical questions/enquiries and provide answers to end-users.

✔ Gain access to customer-specific technical documentation if required.

✔ Gain access to all site product configurations, service information and product repairs.

✔ Better management system service scheduling.

✔ Better management of critical spares at site.

✔ Gain access to all field service sheets for all installation and service work carried out.

✔ Assist in answering questions that may arise concerning the operation and use of the RCT products that cannot be resolved by the end-user.

✔ If deemed required, make suitable arrangements for an on-site service call by an RCT Customer Service technician.

✔ Gain access to RCT's online training tutorials.

AGREED RATES FOR AFTER-SALES SUPPORT

LOCAL SUPPORT   **GLOBAL** SUPPORT   **DEALER** SUPPORT

RCT's After-sales Support package delivers clients peace of mind around the performance of their solutions. The package can be purchased up front or as an ongoing charge based on the current or an agreed frequency of site visits.

It combines the existing on-site visits with the Automation software maintenance which include servicing of the machine's remote control equipment,

auditing of spare parts, checking serviceability of operator stations, work area communications and barriers. RCT will also carry out system checks and machine calibrations as required.

Software updates of operator stations and machine(s) are inclusive of our servicing package to ensure the latest version is available to maintain optimal machine performance.

AGREED RATES FOR SCHEDULED OEM SITE VISITS

LOCAL SUPPORT   **GLOBAL** SUPPORT   **DEALER** SUPPORT

Whilst conducting regular service visits, RCT's trained technicians will perform an OEM support visit. This will include an audit of all the service and repairs carried out by the site to ensure that all procedures and processes are being followed as presented in the RCT service requirements documents.

Upgrading and fine-tuning of system and major components, including software and selected hardware updates, system calibration and monitoring of when replacement parts are due, will ensure your RCT products are equipped with the latest advancements and improvements in technology.

AGREED RATES FOR HIRE EQUIPMENT

LOCAL SUPPORT   **GLOBAL** SUPPORT   **DEALER** SUPPORT

*NOT AVAILABLE IN ALL REGIONS. Contact RCT for all terms and conditions.

Work is safer and more productive with the latest RCT equipment from RCT. With no capital outlay, you can have immediate access to a selected range of remote and Teleremote equipment.

Equipment can be hired weekly or monthly (Note: There is minimum of 1 week for all hire agreements.

eLEARNING ACCESS TO OPERATOR TRAINING

LOCAL SUPPORT   **GLOBAL** SUPPORT   **DEALER** SUPPORT

*AVAILABLE THROUGH myRCT

Courses for operators using the RCT remote, Teleremote and Automation equipment in the mining or related industries. It covers remote control system familiarisation, safety-related procedures and precautions, operating procedures, storage, disparity and breakdown procedures. It is a pre-requisite for all operators before they start to use the equipment. After the completion of the training, it is the responsibility of each trainee to develop their operating skills by applying the training in real-time operation on the equipment.

Courses can be conducted:

✔ Face-to-face at either the site training facility or at an authorised RCT Training location.

✔ Webinar training, where a certified RCT trainer will conduct the training over a web link to the trainees.

✔ Online tutorials through the RCT Training portal.

✔ Competent operation is considered an essential skill for any remote control operators.

eLEARNING ACCESS TO PRODUCT TRAINING

LOCAL SUPPORT   **GLOBAL** SUPPORT   **DEALER** SUPPORT

*AVAILABLE THROUGH myRCT

Courses for service personnel who are required to carry out testing and routine repairs on RCT Remote and Automation systems. The course includes a review of safety procedures and instruction in how to carry out systems tests and checks, replacement of critical machine systems as part of a service, the use of RCT testing equipment, service and testing of laser barriers and retrieval systems. Participants will be taught the procedure used to perform regular remote control services after every 250 machine hours of use. The course also includes an introduction to the Australian Standards AS4240. Technical notes and learning aids are included in the course.

A course providing an overview of how the telecommunication components of a Teleremote system work in conjunction with a mine layout and remote control equipment. The course will train service technicians on how to correctly install a telecommunications system to achieve maximum efficiency and identify the appropriate fittings to assemble the system. The course also covers fault finding, testing and safety procedures for arranging and servicing a Teleremote communications system.

Courses can be conducted:

✔ Face-to-face at either the site training facility or at an authorised RCT Training location.

✔ Webinar training, where a certified RCT trainer will conduct the training over a web link to the trainees.

✔ Online tutorials through the RCT Training portal.

Note: For international customers, training can be conducted at a higher level to add greater knowledge to nominated qualified technicians on-site who are responsible to support the RCT solutions.

REMOTE DIAGNOSTICS

| LOCAL SUPPORT | GLOBAL SUPPORT | DEALER SUPPORT |

*AVAILABLE FOR CUSTOMERS WITH SECURE REMOTE ACCESS TO SITE AND EQUIPMENT THROUGH VPN

Where applicable, certain RCT products and systems can be configured to allow our trained technicians to gain remote access for diagnostic and upgrade purposes. This can assist in reducing time and cost with repairs and diagnostics, therefore placing the affected machine(s) back into production quicker.

CRITICAL SPARES SUPPLY & MANAGEMENT

| LOCAL SUPPORT | GLOBAL SUPPORT | DEALER SUPPORT |

*AVAILABLE THROUGH myRCT

To ensure your people and our visiting technicians have the right parts to keep your RCT products, systems and machines working at their peak RCT will provide and manage a range of identified critical spare parts at your site.

BREAKDOWN CALL-OUT SERVICE

| LOCAL SUPPORT | GLOBAL SUPPORT | DEALER SUPPORT |

Simply contact your nearest RCT Customer Service branch if you want a technician to resolve a specific issue. The Field Service Coordinator will make contact to arrange a suitable time and discuss the job in detail to ensure support parts and other logistics are well managed so the technician's site visit can be as effective and efficient as possible.

Note: Emergency call-outs are charged based on time, materials rates and mobilisation.

EXTENDED WARRANTY

| LOCAL SUPPORT | GLOBAL SUPPORT | DEALER SUPPORT |

*AVAILABLE THROUGH myRCT

RCT will offer extended warranty on some RCT Automation machine components and operator stations. The warranty can be extended up to 3 years total.

SOFTWARE SUPPORT

| LOCAL SUPPORT | GLOBAL SUPPORT | DEALER SUPPORT |

RCT's Software Support ensure Automation features are maintained for better efficiency and reliability of operation; ensuring each customer will receive the maximum benefit from their investment in RCT solutions.

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