

LANCare Programme

Technical Support for Extreme Networks Users

Enhanced business performance. The right level of support means a more efficient network, where applications run smoothly, users stay connected, assets remain secure and the job gets done - on time and on budget.

Improved network availability and increased productivity. The "safety net" can help you limit the effects of downtime and boost employee productivity, ensure maximum revenue and customer satisfaction.

Reduce the total cost of ownership. The lifecycle costs of operating your technology environment can exceed the initial purchase price, so it is important to configure, maintain, support, upgrade and manage this environment cost effectively, thus realising the greatest possible return on your investment.

Faster implementation of new technologies. Deploy new technologies or services - such as convergent applications, VOIP and video streaming and wireless - or update existing technologies quickly to take advantage of improved features and functionality. Your network is able to handle these deployments without additional upgrades.

More efficient use of scarce technical resources. Benefit from the knowledge and skills of talented technical staff - without investing in new personnel resources. Reduce the man-hours necessary to keep your infrastructure running at peak efficiency.

CUSTOMER BENEFITS

- Free firmware upgrades
- Telephone and online support 24/7 offered by skilled Extreme Networks trained technical staff
- Replacement parts delivered to site
- No cost associated with an emergency inventory
- Valid for 5 years from date of purchase
- LANCare is included with installation of every Extreme Networks network purchased from Duxbury Networking



LANCARE OVERVIEW

Extreme Networks understands that superior service and support are critical components of your networking solution. That's why our LANCare programme unique to the Southern African market completes your solutions. LANCare is a superior no-cost suite of innovative, post-implementation service offerings.

An advanced part replacement service, designed to minimise downtime in the event of a network stoppage no matter what the cause, is included in the LANCare programme. Because of this, there is no need for emergency replacement parts to be held in reserve on users' premises.

SERVICE OFFERINGS

Technical Support provides remote technical assistance for issues associated with the operation and maintenance of covered products, including telephone and online access to Extreme Network's Global Technical Assistance Centre (GTAC) 24 hours a day, 365 days a year. You may report problems, ask product-related questions and receive assistance for hardware and firmware

Return-to-Factory Repair Service provides technical support plus return-to-factory replacement of defective Field Replaceable Unit (FRU) with an equivalent FRU for covered products.

Advanced Replacement Service provides technical support plus advanced parts replacement for covered products. Upon diagnosis of a reported failure, the replacement part will be delivered within the response time specified for the applicable service level.

Security Network Appliance Advance Replacement Service provides technical support, advanced parts replacement and provides product software releases (upgrades) and minor releases (updates) for covered products. Access to Extreme Network's Signature Database for Intrusion Detection System (IDS) software is also provided. Upon diagnosis of a reported failure, the replacement part will be delivered within the response time specified for the service level purchased.

Software Application Service provides specific application software minor releases (updates) and major releases (upgrades), online access plus 24x7 telephone access to GTAC for remote access technical assistance and emergency recovery related to issues associated with the operation and maintenance of software for covered products.

DATA SHEET

Response Times

On Return Merchandise Authorisation (RMA) approval by Extreme Network's GTAC, response time is "next business day" in South Africa and "best effort" beyond South African borders - with customs clearance, collection from customs and delivery being the responsibility of the in-country Extreme Network's partner.

What is LANCare "end of service life" policy

In the event of a product being announced as End-of-Life (EOL), Extreme Networks will continue to provide support, service and spare parts for a period of five years from the EOL date. Should parts not be available for EOL products then the service will be given on a "best-effort" basis.

Exceptions

Exceptions are: (a) Modular products (S-Series and K-Series) which are covered by a five-year warranty (renewable) and (b) Management Software which is renewed annually as a matter of course.

Note that LANCare for Life's free replacement programme for in-service equipment (subject to upgrade) excludes Cabletron-branded equipment and Enterasys V-Series and E-Series offering which are no longer in service.

LANCare Fault Reporting Procedure

Step 1: On detection of a fault, complete the LANCare Fault Report Form and submit to Duxbury Networking's technical support department email: lancare@duxnet.co.za. (ensure detail fault, giving a full description - logs etc, listing product code and serial number).

NB faults to be confirmed by a technical support specialist prior to logging request with GTAC (either your reseller or distributor depending on partner status).

Fault Report forms available on the local Extreme Networks website www.extremenetworks.co.za or via your contact at Duxbury Networking.

Step 2: LANCare fault will be logged with Extreme Global Technical Assistance Centre (GTAC). GTAC will assess the case and issue the RMA. (GTAC will require end-user details, delivery address including area code, location of equipment, contact name and telephone number, and any other pertinent information needed for the delivery of the replacement unit).

Step 3: On confirmation of fault from GTAC, GTAC will instruct courier company to deliver the replacement unit to the address specified on the RMA.

Step 4: An Extreme Networks partner or nominated qualified technician will install the replacement unit to ensure minimal downtime.

Step 5: The faulty unit is to be returned to Extreme Networks or Duxbury Networking's technical department within 7 days.