



## **GOLD HARDWARE WARRANTY SERVICE AGREEMENT**

Visual Networks Gold Hardware Warranty Service is designed for customers who require hardware replacement and installation services. Features of Gold Warranty Service include:

### **Telephone Support**

Telephone assistance is available from our Visual Technical Assistance Center (VTAC) 24x7x365 at no charge. VTAC's normal business hours are 8:00 AM to 6:00 PM Eastern Standard Time excluding Visual recognized holidays. During normal business hours a qualified Engineer will log your call, provide you with a call ticket number, and strive to resolve the issue within the quickest timeframe possible. During non-business hours, calls will be forwarded to an answering service that will record your call back information and a brief problem description then contact the on-call Support Engineer. After hours calls are typically responded to within 30 minutes. Our product experts may require remote access to your system or product.

### **On-Site Support**

Gold Warranty Service includes 24x7x365 on-site support by a Visual qualified Field Engineer. A Field Engineer will be on-site within four (4) hours\* of the ASE being confirmed defective by VTAC. On-site response times cannot be met without product registration. Visual Networks products can be registered online at [www.visualnetworks.com/customercare](http://www.visualnetworks.com/customercare).

### **Hardware Replacement Services**

With Gold Warranty Service, replacement part(s) for registered products will be expedited from the nearest logistics center and will be on-site within four (4) hours\* after verification of failure by VTAC. On-site response times cannot be met without product registration. Replacement parts for non-registered sites will arrive on-site within twenty-four (24) hours. Replacement parts are provided at no additional charge.

### **On-Line Support**

Gold Warranty support is available online 24x7x365 at [www.visualnetworks.com/customercare](http://www.visualnetworks.com/customercare). VTAC Customer Care is a secure, password-protected site that provides easy access to a text-searchable knowledge base, product manuals, FAQs and software updates. Click the registration link then follow the instructions to register and create your own login and password.

### **Software Updates**

Visual Networks will provide all software releases and updates. The customer assumes responsibility for installation of all such releases and updates. Software updates can be downloaded from the VTAC Customer Care website.



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### **VISUAL TECHNICAL ASSISTANCE CENTER (VTAC)**

VTAC is dedicated to delivering high value, post-sales technical and professional services that improve the customer's return on their product investment. These services are designed to assist customers with the planning, deployment, provisioning, operation, results interpretation and ongoing maintenance of their Visual Networks products.

### **VTAC CONTACT INFORMATION:**

- Toll Free Number- 800.708.4784
- Local Number- 301.296. 2310
- Fax- 301.296.2662
- [support@visualnetworks.com](mailto:support@visualnetworks.com)
- <http://www.visualnetworks.com/customercare>

### **VTAC PROBLEM RESPONSE AND RESOLUTION TIMEFRAMES\***

#### **Critical**

Any problem causing serious impact to customer operations. Immediate assistance is required and no workaround is known. Business risk is unacceptable.

Response Time – Within two (2) hours.

Resolution Time – Typically within twenty-four (24) hours of receipt of formal request.

#### **High**

Problem results in a loss of functionality and/or a degradation of performance causing serious impact to customer operations. However, the system is operable and a workaround is available. Business risk is high to moderate

Response Time – Within four (4) hours.

Resolution Time – Typically within forty-eight (48) hours of receipt of formal request

#### **Medium**

Problem results in degraded performance with minor impact to customer operations. System availability is not affected and a solution is available. Business risk is low

Response Time – Within six (6) hours.

Resolution Time – Typically within seventy-two (72) hours of receipt of formal request.

#### **Low**

Problem has no impact to customer operations and there is no business risk.

Response Time – Within twenty-four (24) hours.

Resolution Time – Typically within 120 hours or one (1) business week of receipt of request.

\*Timeframes are an average over one year.