

## SafetyNet Support Packages

Trapeze Networks™ offer multiple packages for product support beyond the initial limited product warranty in one or three year contracts.

### **Advance Hardware Replacement + Support Package**

- Extended hardware warranty replacement
- Ship by next business day
- Software subscription (major, minor and maintenance software releases)
- Technical support assistance

### **Hardware Return and Replace + Support Package**

- Extended hardware warranty replacement
- No advance hardware replacement - ship-out within 14 days of receipt of failed unit
- Software subscription (major, minor and maintenance software releases)
- Technical support assistance

### **Support Package**

- No extended hardware warranty replacement
- Software subscription (major, minor and maintenance software releases)
- Technical support assistance

## SafetyNet Program Administration

Trapeze administers the support packages through two support programs – the *Customer Support Program* and the *Partner Support Program*.

### **Customer Support Program (CSP)**

- Trapeze sells the support packages directly to end customers or through partners
- End-customers call Trapeze for warranty or support

### **Partner Support Program (PSP)**

- Trapeze channel partners sell and renews support packages directly to end customers
- End-customers call channel partners for warranty or support

## SafetyNet Support Package Comparison

	<b>Initial Warranty</b>	<b>Advance Hardware Replacement + Support Package</b>	<b>Hardware Return and Replace + Support Package</b>	<b>Support Package</b>
		<b>SNS-SP-101/103</b>	<b>SNS-SP-151/153</b>	<b>SNS-SP-201/203</b>
Hardware Replacement	Yes, 1 year from product shipment date from Trapeze	Yes, for duration of support contract  Advance Hardware Replacement	Yes, for duration of support contract;  Hardware Return and Replace - Replacement shipped within 14 calendar days from receipt of the failed unit	NA
Advance Hardware Replacement	No, repair/replacement shipment is within 14 calendar days from receipt of the failed unit	Yes, next-business-day advance hardware replacement  <i>(see note 1)</i>	NA	NA
Software Subscription	No, 90-day software warranty from product shipment date from Trapeze. Provides software maintenance updates during warranty period	Yes, from SafetyNet Online  <i>(see note 2)</i>	Yes, from SafetyNet Online  <i>(see note 2)</i>	Yes, from SafetyNet Online  <i>(see note 2)</i>
Phone Support	Limited, Available during local support center business hours  Support only for hardware replacement and 90-day software maintenance updates	Yes, Available during local support center business hours  24x7 page-out support, for after hours Severity 1 issues <i>(see note 3)</i>	Yes, Available during local support center business hours  24x7 page-out support, for after hours Severity 1 issues <i>(see note 3)</i>	Yes, Available during local support center business hours  24x7 page-out support, for after hours Severity 1 issues <i>(see note 3)</i>
SafetyNet Online	No	Yes	Yes	Yes
Email Support	Limited, Available during local support center business hours  Support only for hardware replacement and 90-day software maintenance updates	Yes, Available during local support center business hours <i>(see note 3)</i>	Yes, Available during local support center business hours <i>(see note 3)</i>	Yes, Available during local support center business hours <i>(see note 3)</i>

## Notes

Note 1	Certain countries may have delays in shipping. Advance shipment times may vary based on quantities. Requests must be received by 1 p.m., local service center time, to be shipped next business day. Shipments only made during weekdays, excluding local service center holidays
Note 2	Certain licensed features may not be included.
Note 3	For PSP (Partner Support Program) end-customers - Support hours and response times are defined by channel partners

## Definitions

Software Subscription	Includes major, minor, maintenance software updates (unless treated as a new product by Trapeze, for which there will be a separate charge)
SafetyNet Online	Includes access to online trouble ticket system, and knowledge base, and product documentation
Severity 1	The network is “down” or there is a critical impact to your business operations.
Severity 2	Operational performance of your network is impaired while most business operations remain functional.
Severity 3	You require information or assistance with installation and configuration. There is no effect on your business operations.
Severity 4	You require information on product capabilities or operation. There is no effect on your business operations.

## Per-Event Services

Hardware Replacement	Full product list price – For product replacement on products that are out-of-warranty and have no SafetyNet support contract
On-Site Support	A professional service - Per-hour pricing model, plus travel and expenses

For more information about Trapeze SafetyNet support packages, contact us at [services@trapezenetworks.com](mailto:services@trapezenetworks.com)