

LANactive

SERVICE & SUPPORT PACKAGE



Nexans

Support Contract

Together We Will Realise Your Goals

Nexans provides support for complex configuration issues that are not covered by standard configuration options. At the customer's request we also take functional enhancements into consideration. Where possible, these are implemented in software/firmware updates.

SUPPORT HOURS

Our support specialists are available during Nexans's current business hours: Monday to Friday, from 08:00 am to 04:00 pm. We recommend signing a Support Contract in order to ensure a speedy response to your support requests.

REMOTE SUPPORT

Many support requests can be resolved using Remote Support over an existing Internet connection. TeamViewer software is used to establish the remote support session. This approach is not only easy to use, but also provides the required level of security: www.teamviewer.com/de/products/security.aspx

YOUR THIRD-LEVEL SUPPORT CONTRACT FROM THE MANUFACTURER

A "Third-Level Support Contract" closed directly with the manufacturer guarantees the fastest possible analysis and problem resolution.

The customer, or the service provider working on their behalf is responsible for providing First and Second Level Support. If an issue cannot be resolved at these levels, the customer's Second Level Support contacts Nexans Third Level Support.

"Third-Level Support" offered by Nexans consists of technical assistance by our product experts, if complex issue can't be solved by replacing systems. If the root cause of the problem can be attributed to Nexans products, Nexans will develop software/firmware updates where required and make them available to Second Level Support.

SUPPORT MODELS

We offer two different Third-Level Support Contracts: the "Getting Started Support Contract" or the "Engage Support Contract".

Getting Started

Making the Most of the Benefits

The “**Getting Started Support Contract**” ensures that the Nexans products are efficiently integrated into your network. You will benefit from professional responses to your questions minimizing any downtime. The Contract is signed for a period of one year and is ideally suited for guiding you through the commissioning stages of the systems.

GETTING STARTED MODULES

1. Remote Management Introduction

You will learn basic techniques for using Nexans LANactive Manager. These will help you to manage the systems in the best possible way.

2. Analysing the Switch Configuration

Together with one of our support experts you will analyse your Nexans switch configuration and fine-tune it to your specific requirements.

3. Interoperability

We provide support for questions relating to third-party interoperability. Should an issue arise, we will jointly work on a solution.

4. Preferential Response to Requests

Communication won't be handled through our general email support account, but by using a custom email address.

5. 10 Hours Remote Support

The Getting Started Support Contract comprises ten hours of remote support via e-mail, phone or TeamViewer. The time is calculated in 15-minute segments. After expiry of the contract period, support hours are forfeited.

6. Final Review

Approx. four weeks before your Getting Started Support Contract expires, one of our support representatives will invite you to a final review meeting.

The modules above provide the basis for the support contract. They allow you to maximize efficient handling of your network and minimize internal service costs.

The Remote Management Introduction can optionally be expanded to include an on-site training session. For further information see Chapter Enhanced Network Management Training.

Engage

Let's Travel the Road Together

Preferential Processing of Your Request

Your requests will be processed by our High-Priority Support staff.

Custom Phone Number and Email Address

You can contact us via a custom e-mail address and our Priority Support phone number.

Response and Issue Resolving Times

We guarantee the following response and issue resolving times to customers with Support Contracts:

	Minor	Major
Response time	1 working day	1 working day
Workaround Solution	10 working days	3 working days
Corrective Patch	180 working days	20 working days

Training

Each Engage Support Contract comprises „Enhanced Network Management Training“.

Software Requests

Software requests will be reviewed on a preferential basis and implemented.

Access to Pre-Releases

Only an Engage Support Contract offers access to manager and firmware pre-releases. You will have direct access to newly implemented features.

Unlimited Remote Support

All costs for Remote Support over e-mail, phone and TeamViewer are included.

Enhanced Support Portal Content

You will have access to security update information, configurations guides and the FAQ section.

DEFINITION OF TERMS

- Minor: Non-critical or cosmetic defects that only slightly limit the use of the switch. Workarounds are provided.
- Major: The main functionality of the switch is disrupted. Continuous high-level support is provided until the issue is resolved or the pre-defect state is recovered.
- Response Time: The period elapsed between reporting the defect by phone or in writing and the commencement of resolution within the support hours.

Regardless of the defined response and issue resolution times, Nexans will strive to resolve the issue within the shortest possible time.

YOUR ADDED VALUE AT A GLANCE

	Getting Started	Engage
Access to high-priority support	-	√
Preferential processing of requests	√	√
Unlimited remote support	-	√
Enhanced network management training	optional	√
Interoperability Support	√	√
Switch configuration analysis	√	√
Preferential handling of software requests	-	√
Access to pre-release manager and firmware versions	-	√
Enhanced support portal contents	-	√
Processing of requests within one day	-	√
Guaranteed response and issue resolution time	-	√

At Nexans, customer satisfaction always has the highest priority. In order to achieve this goal, we set the highest standards for the quality of our services.

Third-Level Support Service is available for systems until they reach End of Service status. Nexans announces the End of Service date at least 12 months in advance.

Imparting Knowledge

Enhanced Network Management Training

SEMINAR OBJECTIVES

This training imparts the knowledge required for reliable handling of Nexans active networking solutions. You will gain insights into the hardware and product specific features of relevant systems and related accessories.

You will become familiar with the essential aspects of our LANactive Manager switch management system whilst learning about configuration of the additional SNMP, CLI and Web configuration interfaces.

Software features and configurations are explained using practical examples.

TARGET AUDIENCE

This course is for participants who have already gained some experience with networks and switch technology (from Cisco and HP, for example) as well as switch configuration.

SEMINAR CONTENTS

- Switch – hardware presentation
- LANactive Manager – introduction
- Switch – software presentation
- Recommended switch configuration
- Support portal
- Review

YOUR ADDED VALUE

- Efficient handling of your network
- Creation of a best practice configuration
- Training certificate

SEMINAR DETAILS

Seminar duration: 1 day

Seminar materials: included

Number of participants: 5 persons max.

Location: at Nexans in Moenchengladbach, Germany; at the customer's or at the partner's location.

Fees: Travel expenses (flight, hotel, etc.) incurred by the participants are not included in the course fees. Of course, we can help you book a room in one of our partner hotels. If the course is to be delivered at the customer's location or at one our partners' locations, trainers' travel expenses will be invoiced separately.



Using the Services

Repair and Hardware Replacement Service

REPAIR SERVICE

In order to replace defective systems at short notice, the customer will provide an assortment of spare parts and devices in an appropriate location. Identification of faults and physical replacement of a defective unit is performed by the customer. The customer subsequently opens an RMA (Return Material Authorization) case and returns the defective systems to Nexans Deutschland at their own expense.

Following receipt, Nexans will take care of repair or replacement and return the system to the customer within 6 weeks.

After expiry of the warranty period Nexans will invoice a fixed repair rate plus freight charges depending on the system's age.

If a specific system has reached the End-of-Service state, Nexans will no longer undertake any repairs.

HARDWARE REPLACEMENT SERVICE

Instead of the fixed repair rate the Hardware Replacement Service is covered by an annual service fee to be paid during the respective term.

The Hardware Replacement Service comprises advanced replacement of the defective system, excluding SFPs and external power supply units. Depending on the Service Level Agreement (SLA) to be complied with by the customer, the latter will keep replacement units for short-term replacement and make these available where required. After identifying the defective unit the customer will open an RMA case at Nexans and return the defective systems to Nexans Deutschland at their own expense. Subsequently Nexans will deliver a replacement unit.

The Hardware Replacement Service can only be ordered directly upon delivery for Nexans systems employed by the customer. The contract is concluded for a period of 12 months and automatically extended by another 12 months, if not terminated by either party, who must give at least 3 months notice. The service fee for each system is calculated commencing on the first day of the month following the delivery.

A Hardware Replacement Service can be ordered for a system for a maximum period of 7 years, however, not after the system has reached its End-of-Service status. Nexans will announce the End-of-Service date at least 12 month in advance.

OFFICES

Alsebergsesteenweg 2 b3
1501 Buizingen
Belgium

Bonnenbroicher Strasse 2-14
41238 Mönchengladbach
Germany

Immeuble Le Vinci
4 allée de l'Arche
92070 Paris La Défense Cedex
France

Office 1703, Jumeirah Bay Tower - X3
Jumeirah Lake Towers
PO Box 634339
Dubai
United Arab Emirates

www.nexans.com/LANsystems