



TECHNICAL SERVICES DESCRIPTION

Provider Plus is a comprehensive technical support service offering developed to meet the diverse operational needs of customers using the Virtual Service Edge. Benu's technical support team is a resource that is responsive and provides the assistance you expect from a leading network vendor.

The Benu support plan provides access to not only the Technical Assistance Center; but also to feature-rich software releases that enables operators the opportunity to deploy new services using the Virtual Service Edge. With your contract, you can expect ongoing updates including enhanced functionality, additional features, improved interoperability and operational management capabilities. Benu Networks technical support service goes well beyond a basic hardware product warranty, and includes new software functionality upgrades, maintenance releases, and access to the solution knowledge-base and product documentation. In addition, technical support experts are available to assist customers when issues arise. A variety of hardware replacement options are available to meet the operational requirements of worldwide service providers. To learn more contact about the Provider plus plan including pricing, please contact your Sales Representative.

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- help
 - Cooperate
 - Partner
 - assist
 - participate
 - collaborate
 - share
 - sustain
 - Support
 - ally

BENU NETWORKS TECHNICAL SUPPORT SERVICES

SERVICES		WARRANTY COVERAGE	BENU PROVIDER PLUS
Self-Service	Knowledge base	X	X
	Documentation and Release Notes	X	X
Technical Support	Business Hour Coverage (M-F) 9 am – 5 pm EST Excluding Holidays (e-mail, web, phone)	X	X
	Extended Hours (24 X 7) emergency support	No	Yes
	Response SLA during coverage period Critical Response – 15 Minutes Major Response – 1 Hour Minor Response – 4 Business Hours	X	X
Software Services	Software Fixes Maintenance and Patch Releases	Patch releases only	Major releases and patch releases
Hardware Support	30 Day Return for Repair	X	Available option
	24 Hour Advanced Shipment	N/A	Available option

TECHNICAL SUPPORT SERVICE	
Technical Assistance Centers	Technical Support co-located with engineering
Staff	Tier 3 technical experts available 24x7x365
Service Levels	Defined and measured response time, time to restore and resolution time
Customer Focus	Development of strong support partnerships with our customers
Equipment	Dedicated lab equipment for problem duplication and analysis
Engineering	Technical services co-located with engineering to facilitate fast problem resolution
Support Portal	Enables support users to initiate and track support cases, access to the knowledgebase and documentation

SERVICE RESPONSE RESOLUTION SLA AND SEVERITY DEFINITIONS

Benu guarantees compliance with the Service Response Times set forth in table below
“A Service Level Guarantee from Benu Networks”.

SEVERITY	RESPONSE	RESTORE	RESOLVE
*1 - Critical	15 minutes	2 hours	48 hours
2 - Major	15 minutes	4 hours	7 days
3 - Minor	1 business day	8 hours	30 days
4 – Improvement	1 business day	N/A	N/A

*All critical issues should be reported via phone

SEVERITY LEVELS AND DEFINITIONS

SEVERITY LEVEL	DEFINITION
Critical - 1	Customer’s production network is down or there is a critical impacting issue to End User
Major - 2	Customer’s production network is severely degraded or significant aspects of End User Experience are negatively impacted
Minor - 3	Customer’s production network performance is impaired, although most network operations remain functional
Improvement or Enhancement	Request for additional functionality



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