Technical Support Policies and Procedures

The following policies and procedures only apply to the original purchaser of Vecima Networks's equipment. There may be cases where a service contract is in place. The product shall have the latest software version installed that the customer is licensed for. If not, the first thing will be to upgrade the equipment. As well, it is expected the customer to provide network diagrams, as-built drawings, CLI responses, system log files, and/or equipment access (http, ftp and Telnet) as requested by a certified Vecima Networks support person. If all or some of these items cannot be provided, support may be limited.

All Vecima Networks equipment is field proven. With this experience comes confidence that the equipment performs to published specifications. This confidence in product performance will steer the troubleshooting methodology to analyzing configuration, installation, operating environment and other equipment connected to the Vecima Networks product.

It will be at the discretion of Vecima Networks to cease any further support if it has deemed the problem has an acceptable work-around or if the problem is installation, application or environmental. If no progress is made in resolving the incident, Vecima Networks may recommend an on-site visit by qualified Engineers or technicians to analyze the problem at the customer's expense.

There is an extensive knowledgebase and download section on the 24/7 support desk: http://www.wr.vecimasupport.com/.

Please contact the company where the equipment was purchased before contacting Vecima Networks.

Vecima Networks will provide technical support on its products from 8:30 am to 5:00 pm EST, Monday to Friday excluding company holidays.

Please contact Vecima Networks technical support through the online eTicket system:

WEB access: http://www.wr.vecimasupport.com/

Extended Support Options (contact sales representative for pricing)

870-1001	Priority Telephone Support, 8:30 AM to 5:30 PM EST, Up to 25 Hours
870-1002	Priority Email Support, 8:30 AM to 5:30 PM EST, 3 Months

Vecima Networks Troubleshooting Guidelines

To ensure the effective and efficient handling of all problems, Vecima Networks has developed formal Troubleshooting Guidelines to ensure Customer satisfaction during the resolution of the issue. These guidelines include:

Training and Certification of Vecima Networks Technical Support Desk representatives: All Technical Support representatives are trained and certified on RF/IP Networking and Vecima Networks products to provide first level support for Customer's technical issues.

Captive Lab System: Every model is connected in a captive system, which is a shared system between the Technical Support Center (TSC) and Product Support group and allows Vecima Networks representatives the opportunity to reproduce issues encountered at Customer sites to expedite issue resolution.

Second/Third Level Support: Vecima Networks has defined a time based escalation process between the Technical Support Center (TSC) Help Desk, senior RF/IP Network Technicians and the Engineering Design group for technical issues that could not be resolved by the TSC Help Desk.

Internet Technical Support Web-based Tools

The Vecima Networks Internet Technical Support (ITS) programs are web-based tools that provide Customers and Service Partners with online support in a variety of areas. The key focus will be to provide innovative support that complements our full Vecima Networks product line. Future service offerings by Vecima Networks are always under development.

The current ITS program has the following:

- View current, complete technical documentation
- An alert section for current issues with work-around
- Download software patches, bug fixes
- Download approved software upgrades
- Access engineering planning tools

Request for Vecima Networks Technical Support

The following procedures should be followed when requesting product warranty, contracted or billable services from Vecima Networks:

Step 1: Contact Vecima Networks
WEB access: http://www.wr.vecimasupport.com/

Step 2: Request support through eTicket.

Step 3: If you do not have a username or forgot your password, please follow the online instructions.

Step 4: Your request will be managed through the online ticket system.

Requesting Escalation of an Issue

If a Customer feels that an issue needs to be escalated to a higher level or that the quality of service is not to their satisfaction, we encourage our Customers to escalate the problem to the Director of Customer & Technical Support (416-502-1714). The customer will then be contacted to review the issue.