

## Acme Packet Net-Support

brochure

### Overview

Net-Support is a comprehensive set of service offerings from Acme Packet® designed to meet the diverse operational needs of our service provider and enterprise customers. It consists of innovative services priced to help customers stay within budget. Maintaining a services contract with Acme Packet enables organizations to continuously benefit from our release of advanced software enhancements for licensed software, and it provides immediate access to expert technical assistance.

Having access to feature-rich software releases enables Acme Packet customers to deploy new functionality on existing Acme Packet products. Enhanced functionality, additional security features, improved interoperability and operational management capabilities are just some of the ongoing rich functionality you can expect from maintaining an active service contract on your Acme Packet products. Acme Packet Net-Support technical support service goes well beyond a basic hardware warranty, and includes providing software functionality upgrades for licensed software, maintenance releases, technical expert assistance for problems and access to knowledge-base and documentation, along with a variety of hardware replacement options.

When issues arise, you need technical support that is responsive and connects you to a technical resource that can provide the assistance you need. Net-Support is designed to connect you directly with product experts who can provide the technical support you require.

### Net-Support maintenance features and benefits

Features	Benefits
Technical support engineers available 24x7, 365 days a year under the Net-White, Enhanced Net-Blue and Premium Net-Gold service plans, and 9-5 Monday-Friday under the Standard Service plan (which is primarily for laboratory environments)	Expert assistance available when you need it for post-installation support
Global access to a knowledgebase of solutions and best practices operational documents	Access to an extensive Acme Packet library of solutions, best practices operational procedures and configurations, technical documents and release notes
Support portal to initiate a support incident and track progress with automatic updates	Web access to the technical support operation any time you wish to interact with the support organization for case initiation, updates and to upload information to the case.
Software maintenance release	Bundled and tested periodic software corrections
New software feature releases for licensed software	Enhancements to current licensed functionality, enabling customers to enhance the value of the original purchase
Service alerts	Automatic notification of issues and workarounds
Three hardware replacement options; advance replacement, 5-day replacement or 30-day return for repair	Hardware returns options that will meet your requirements, whether you need overnight advanced shipment or if you are stocking spares and need a 30-day return for repair option
Support requests professionally managed, classified by severity with a defined service level for each severity and actively monitored for compliance	Confidence that your support request is actively managed and receiving the appropriate level of attention for its assigned severity

## Net-Support maintenance programs

	Service Feature	Standard Service <sup>1</sup>	Software Only Net-White	Enhanced Net-Blue	Premium Net-Gold
<b>Information Services</b>	Web services	Yes	Yes	Yes	Yes
	Online help desk	Yes	Yes	Yes	Yes
<b>Technical Support</b>	Business hour coverage (Mon.-Fri.) 9am–5pm EST excluding holidays	Yes	Yes	Yes	Yes
	Extended hours (24 x 7)	N/A	Yes	Yes	Yes
	Critical onsite support	See price list	See price list	See price list	See price list
	Critical response – 15 minutes Major response – 30 minutes Minor response – 4 hours	Yes, business hours	Yes	Yes	Yes
<b>Software Services</b>	Software fixes Maintenance and patch releases	Current major release	Current major release and one back (30 months)	Current major release and one back (30 months)	Current major release and one back (30 months)
	Software subscription service	N/A	Yes	Yes	Yes
<b>Equipment Support<sup>2</sup></b>	30-day repair (return To factory)	Yes	N/A	N/A	N/A
	5-day advanced shipment	N/A	N/A	Yes	N/A
	24-hour advanced shipment	N/A	N/A	N/A	Yes

← Net-Support Service →						
Technical Assistance Centers	Staff	Service levels	Customer focus	Equipment	Engineering	Support Portal
Technical Assistance Centers (TACs) located in Bedford, Massachusetts and Madrid, Spain	Each TAC is staffed with technical experts delivering service 24x7x365	Defined and measured response time, time to restore and resolution time by severity level	Customer satisfaction level measured on every support engagement	Dedicated lab equipment for problem duplication and analysis	Sustaining engineering team is available for critical emergencies 24x7x365	Allows users to track support cases, provides access to the knowledgebase and documentation, and enables enhancement tracking

## Lapsed maintenance service fee

Maintenance coverage on Acme Packet products begins as of the date of shipment. Should you choose not to purchase maintenance at the time of shipment—or if your maintenance should lapse at any time—you will be required to:

- Pay the back maintenance from the date of shipment or lapse, whichever applies, and/or pay a software upgrade/recertification fee
- Purchase a maintenance agreement covering the twelve-month period from the date of reinstatement

1 Standard Service is primarily for laboratory environments

2 Equipment support is available for Acme Packet-supplied hardware only

## Dependable and immediate support whenever you need it

When issues arise, you need technical support that is responsive and connects you to a technical resource that can provide the assistance you need. Acme Packet support is designed to connect you directly with product experts who can provide the technical support you require. No need to fight through multiple tiers of support to get the assistance you need. You can rely on Net-Support for dependable and immediate support whenever you need it. For updated information on Net-Support, visit [www.acmepacket.com/net-support](http://www.acmepacket.com/net-support).



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