

# SMART CARE SERVICE

## TAC 24/7/365 Support and Extended Warranty Service

### OVERVIEW

The Smartoptics Smart Care Package includes 24/7/365 support and extended product warranty. This service package does not include the Advance Product Replacement service, which is part of our most comprehensive service package, Complete Care Service.

The Smart Care service is the perfect option for customers that manage their own spare part stock and does not require Advance Product Replacements from Smartoptics while still having full support and product warranty coverage.

The service can be signed on a 1, 3, 5- or 7-year basis and paid on a yearly basis or up-front.

### TAC 24/7/365

Smartoptics TAC 24/7/365 service is designed to be a reliable insurance to minimize downtime of customer networks. The service provides direct access to our team of designated support engineers who assists customers with anything from product questions to advanced troubleshooting. If required, TAC works closely with the R&D organization to provide rapid responses and effective case handling of hardware, software and optical performance issues. Included in the service is also the Software Subscription Service which provides access to the latest software as it becomes available.

The TAC team uses remote support tools with screen sharing capabilities which enables our engineers to see what the customer sees and experiences to quickly assess and pin-point problems.

The main contact interface is our web-based portal which features the ticket system, software access, documentation and knowledgebase. As soon as the customer has created a ticket, it can be tracked as Smartoptics TAC work on the case together with the customer.

This service is delivered with the standard SLA as follows;

Case severity	Response	Resolution	Operational hours
Critical	1 hours	8 Hour	24/7/365
Major	4 hours	24 hours	24/7/365
Minor	24 hours	72 hours	Business hours
Trivial	24 hours	72 hours	Business hours

### EXTENDED WARRANTY SERVICE

Smartoptics Extended Warranty Service (EWS) allows the customer to extend the term of the product warranty beyond the standard term. When purchasing EWS, no additional repair costs are incurred during the term of the contract should a product need to be returned for repair/replacement. The service can be extended up to a maximum period of 7 years from date of original product purchase.

### ORDERING INFORMATION

Part number	Description
Smart Care-x	Smart care service (24/7/365 and EWS)

\* x = number of years, either 1, 3, 5- or 7-years.