

asnet Technologies



POLYCOM®

Customer Care Maintenance Plans

asnet Technologies Limited

2008

0800 POLYCOM

0800 765 9266

The Award Winning Video Communications Specialists

asnet Technologies

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www.asnettechnologies.co.nz

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asnet Technologies Limited Customer Support

Customer Care Maintenance Programmes

asnet Technologies Limited has introduced a Customer Support Program which offers videoconferencing customers in New Zealand a wide range of professional services, aimed at ensuring their respective systems, network functionality and performance are not compromised. VisionCare Full Maintenance, VisionPro, are described in the pages that follow.

A further service and customer support program is offered for the range of Network Based products also sold through asnet Technologies Limited

- **Comprehensive Services**

The Customer Care portfolio offers customers a range of services that includes; Installation Support, Equipment Maintenance, Staff Training and flexible Value Added Services to meet unique customer support requirements.

- **Choice**

In each service category, the Customer Care program offers our customers a choice to select the exact level of support that is appropriate and cost-effective for their networks.

- **Flexibility**

Services have been designed to be flexible and can easily be tailored to meet specific needs.

SUPPORT DELIVERY NATIONWIDE

asnet Technologies Limited's own engineering support is based in Wellington, Auckland and Tauranga providing installation, consultation, fault support and training

asnet engineers are qualified in the niche field of videoconference engineering

asnet is unique in having **Certified Videoconference Engineers (CVE)**. This Certification recognises the niche specialty area of videoconferencing, and Polycom, along with their role in promulgating the international standards for videoconferencing, have been instrumental in this international qualification.

Nationwide coverage

asnet Technologies Limited have put in place a quality support structure in New Zealand to deliver customer support services in a timely and efficient manner.

All support is delivered in accordance with asnet Technologies Limited standards, and monitored to ensure our service quality objectives are met at all times.

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Channel Partners

asnet Technologies Limited has selected a small number of channel partners, or resellers, who undertake comprehensive training in our products and servicing. These include partners in Napier, New Plymouth, Wanganui, Christchurch, Nelson, Dunedin, Invercargill, Wellington and Auckland.

Service strategic alliance

To complement our own resources and expertise we have formed a strategic alliance with DTSL Ltd in New Zealand in the area of service delivery. As a recognised leader in the field of System Integration and Customer Support, DTSL deliver first-line engineering support under the control and guidance of asnet Technologies Limited to provide the depth of field support across all parts of the country.

- **Extended Coverage**

Having trained personnel in the above locations also allows us to offer service outside of normal working hours. Depending on the location, customers can extend their maintenance agreement coverage to a full 24-hour call window, 7 days a week, including public holidays.

- **Trained People**

All engineering staff are given comprehensive training in the support of all asnet Technologies Limited products. These are backed up by asnet's own specialists located in Auckland, Tauranga and Wellington. All have access to product specialists who are totally dedicated to the support of asnet Technologies Limited products and service methodologies.

Systems

To ensure we can maintain the required service levels to our own customers we have put in place a comprehensive fault handling procedures using asnet Technologies Limited fault call management system, designed to reduce down time to a minimum.

Tools

asnet Technologies Limited has all the tools required for system installation, monitoring and fault isolation, including the use of remote diagnostics and network management systems where appropriate. For online monitoring of systems, this can be undertaken as part of our ATManaged Services division. Pricing can be obtained when requested.

Spares

asnet Technologies Limited maintains a policy that spares will be held in adequate numbers to support the population in the field.

A fully operational set of working units and card modules comprise the spares that are distributed and held in Wellington and Auckland. In addition, asnet Technologies Limited operates a bulk store operation in Wellington consisting of backup stocks for all

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asnet Technologies Limited range of products and software. We guarantee spares can be supplied for a period of ten years from date of system installation.

Video On Line Help Desk

asnet Technologies Limited offers this unique service whereby customers will be provided with an online Video Help Desk, This is available for the most frequently asked questions, dialling support and general on line support.

Comprehensive Training offerings

Comprehensive on-line or onsite training is offered in standard packages and tailored to suit your requirements. (See asnet's Training pdf.) Our own customised training book, CD for your intranet, and handouts, focus on best practice for successful videoconferencing. asnet has an enviable record both here and in Australia, in providing outstanding user friendly training that has been the catalyst for high staff motivation and system use in scores of organizations.

Video On Line Training

Unique service

asnet Technologies Limited offers a unique service whereby customers will be provided with Video On Line training, using their Videoconference system. This is only available free for the *Vision Care* and *Vision Pro* customers. The training must be pre booked and will last for up to 15 minutes per session. It covers user only training on the Polycom remote. It also includes most frequently asked questions, dialling support and general on line support. This service is free for the duration of the *Vision Care* and *Vision Pro* maintenance plan.

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AVAILABLE SERVICES

Installation Support

Three Installation Support options are available to customers;

- **Self-Installation**

The Self Installation Service has been designed for customers with in-house expertise technically able to install and configure their own network equipment, VideoConferencing, Audio or Dataconferencing systems without the assistance from asnet Technologies Limited.

Prior to shipment, asnet Technologies Limited will perform testing and ensure compliance with New Zealand standards. Where appropriate, current revision software/firmware is loaded final quality assurance checks are made, prior to shipment and delivery to customer site.

A cost is available to provide customers with support during this process.

- **Installation**

Installation Service has been designed to provide customer with quick and efficient network equipment installation, performed by trained professionals, fully conversant with all asnet Technologies Limited supplied products.

asnet Technologies Limited will arrange for shipment and delivery and physically installs all products supplied for your Teleconferencing network, including cabling and ISDN where applicable.

Configuration of equipment, online testing.

- **System Implementation**

The asnet Technologies Limited System Implementation Service has been designed to provide customers with a fully project managed network installation service. (Where applicable)

A dedicated Project Manager provides a single point interface and takes on all the responsibility for successful project implementation. This approach ensures no customer resources need be dedicated to the coordination of multiple parties involved in the project, and will ensure implementation is achieved in line with agreed deadlines.

Prices are available for a range of system implementation or project management.

The three Installation Support options are compared in the summary below:

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INSTALLATION SERVICES SUMMARY

FEATURE	SELF INSTALLATION	INSTALLATION	SYSTEM IMPLEMENTATION
		Feature Included	
Site Survey	No	No	Yes
Circuit Procurement	No	No	Yes
NZ Electrical and PTC Standards			
Compliance Testing	Yes	Yes	Yes
Equipment Diagnostic Testing	Yes	Yes	Yes
Freight to Customer Site	Yes	Yes	Yes
Equipment Unpacking and Physical Installation, & Testing	No	Yes	Yes
Equipment Configuration, Tuning,	No	No	Yes
Network Cutover			
Acceptance Testing	No	Yes	Yes
Site Configuration Documentation	No	No	Yes
Dedicated Project Manager	No	No	Yes
Onsite Engineering Cost	No	Yes	Yes
	List Price		
Service Fee	\$150	\$150	Inc.
After Hours Rate	\$200	\$200	\$200
Bundled fee	\$240	TBA	TBA

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Remedial Service and Maintenance

- **Warranty**

asnet Technologies Limited offers a 12-month Return to Service Centre warranty for all asnet Technologies Limited supplied hardware products to provide a first level of customer support, unless terms are specifically stated to the contrary.

Refer to Specific Product Warranty Statements from Manufacturer.

The warranty commences on the date of delivery to customer site.

Standard Service Centre repair activities include initial functionality testing, all repairs of defective components, upgrading parts to current revision and final testing and certification. This activity is accomplished at the asnet Technologies Limited Repair Centre, or at manufacturers location, normally within thirty (30) days of receipt by asnet Technologies Limited.

Courier within New Zealand is the standard method of shipment from the asnet Technologies Limited Service Centre. There is no charge to the customer for this return mode of shipment under the terms of the warranty.

All repairs or replacements are additionally warranted for sixty (60) days from the date of return shipment by asnet Technologies Limited (Subject to Product)

To provide on-site support we recommend customers put in place the *Vision Care* Maintenance Agreement effective from day one.

- **Remedial Service and Maintenance**

Our *Customer Care* remedial service and maintenance options provide you with peace of mind in knowing that your investment is protected in case of equipment failure and offer the technical and professional services you need to keep your mission critical networks running efficiently and consistently.

- 1) ***Vision Care* Full Maintenance**

The *Vision Care* Full Maintenance Service plan is offered to meet the growing demands of complex networks in support of critical uptime requirements.

Call Window 5 days per week, during normal business Hours, 8.30am through to 5.00pm. Available within 50Kms of main cities.

Customers can receive priority service around-the-clock with an extended 7 day, 24 hours service. This is subject to further price considerations.

Full Maintenance provides for on-site support during the standard contracted period of maintenance. This maintenance will provide a guarantee to repair, swap out or replace system within 2 working days from initial customer request for service.

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On-site replacement of parts for all failed equipment and the installation of all engineering changes which correct identified function, design and/or compatibility faults for all products are covered under the agreement.

2) ***Vision Pro Maintenance***

The *Vision Pro* Maintenance Service plan is offered to meet the growing demands of customer requirements for a cost effective, well supported maintenance offering.

Call Window 5 days per week, during normal business Hours, 8.30am through to 5.00pm.

Customers can receive priority service around-the-clock with an extended 7 day, 24 hours service. This is subject to further price considerations.

Vision Pro maintenance caters for provisioning of replacement parts and access to help desk, with free use of the Video On Line training and support during the standard contracted period of maintenance. *Vision Pro* provides repair, replace or swap out of systems within 2 working days from initial customer request for service. This is only available on new systems purchased after 1/11/01 and the term must be purchased at the outset. The maintenance plan does not provide for labour cost for deinstall/reinstall of systems.

3) ***Per Call Maintenance***

The *Customer Care* Per Call Maintenance Service plan has been designed to cater to those customers who do not wish to enter into a full support arrangement, but require access to onsite support on a Time and Materials basis.

Per Call service provides on-site assistance to asnet Technologies Limited customers on an as-needed basis. This pay-as-you-go option is available around-the-clock on a best effort response basis.

Customers who do not have a full service agreement are encouraged to sign a Per Call Agreement with asnet Technologies Limited, which will register their equipment and allow invoicing on a per call basis. The Per Call agreement will help to expedite service call processing and ensure that a more comprehensive service history is maintained to assist troubleshooting activity.

The *Customer Care* Warranty and Maintenance options available are compared in the summary below:

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Feature	Equipment Warranty	Per Call Service	<i>Vision Pro</i> Maintenance plan	<i>Vision Care Full</i> Maintenance
Video On Line Help Desk	Not Included	\$250.00 per hour, Hours 8.30am to 5.00pm Mon to Fri	Included	Included
Video On Line remote training	Not included	Requires subscription	Included	Included
Access to fault call management facility	Not Included	Not Included	Included	Included
Fault Call Acknowledge	Not guaranteed	Not guaranteed	Within 4 hour	Within 4 hour
On Site response	Not included Not guaranteed	Not included Not guaranteed	Not included Not guaranteed	Within 8 hours
On Site Cost	Not Included	Not Included	Not Included	Included
Return to Service	Not guaranteed	Not guaranteed	Within 2 working days	Within 2 working days
Access to Asnet Spares	None	None	Guaranteed	Guaranteed
Replacement Parts Cost	Included	Not Included	Included	Included
Module Repair Cost	Included	Not included	Included	Included
Call Window	8:30AM to 5:00PM	8:30AM to 5:00PM	8:30AM to 5:00PM	8:30AM to 5:00PM
After Hours Service	Not Included	Not Included	Best Efforts, 24 X 7 Available (when contracted)	Best Efforts,
Remote Diagnostic	Not Included	Not Included	Included (where applicable)	Included (where applicable)
Term	Initial 12 Months	N/A	1,3 or 5 year contract	12 Months
Renewal	Subject to negotiation	N/A	Subject to term	Terms up to 36 months.
Annual Fee	None	None	Refer to Schedule	Refer to Schedule.
Hourly Rate	\$150.00	\$150.00	\$85.00 (where applicable)	\$85.00 (where applicable)
After-hours Rate	\$200.00	\$200.00	\$150.00 (where applicable)	\$150.00 (where applicable)

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WARRANTY AND LIABILITY LIMITATION **Polycom Products only**

I. Limited Warranty and Disclaimer

asnet Technologies Limited and Polycom Inc. warrants its products to be free of defects in materials and workmanship for a period of twelve (12) months from date of purchase. In certain products a thirty six (36) month warranty is offered. If any such product should become defective within the warranty period, asnet Technologies Limited and Polycom Inc. will repair or replace the product, at its sole option, provided it is returned directly to asnet Technologies Limited during the warranty period in accordance with the provisions included in the Return Material Authorization (RMA) Policy and Procedure. The standard warranty is a return to factory (Polycom Thailand). The time taken to replace/repair a warranted product is not guaranteed and subject to the Polycom factory*. Defective product being returned must have proof of purchase. Please call our toll free number **0800 POLYCOM** for the authorized service site nearest you. asnet Technologies Limited is not responsible for costs incurred in delivering or shipping product to or from its service site. All replaced products become the property of asnet Technologies Limited or Polycom Inc.

NOTE: some products are offered with a thirty six (36) month warranty. Refer to asnet Technologies Limited for detail.

The above warranty does not apply to damage to products resulting from accident, misuse, service, or modification by anyone other than asnet Technologies Limited or Polycom Inc. or its authorized service facilities. This warranty is limited to the original purchaser and is not transferable.

ANY LIABILITY OF POLYCOM, WITH RESPECT TO THE PRODUCT OR THE PERFORMANCE THEREOF UNDER ANY WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY WILL BE LIMITED EXCLUSIVELY TO PRODUCT REPAIR OR REPLACEMENT AS PROVIDED ABOVE. EXCEPT FOR THE FOREGOING, THE PRODUCT IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

2. Limitation of Remedies and Damages.

POLYCOM, ITS AGENTS, EMPLOYEES, DEALERS AND OTHER AUTHORIZED REPRESENTATIVES SHALL NOT BE RESPONSIBLE OR LIABLE WITH RESPECT TO THE PRODUCT OR ANY OTHER SUBJECT MATTER RELATED THERETO UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO LOSS OF INFORMATION, BUSINESS OR PROFITS.

* The average time to replace any under warranty product is transit time to Thailand and 21 working day turnaround. For a superior service, the maintenance plans of Vision Care and Vision pro are recommended

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