



IPANEMA LOGISTICS AND SUPPORT SERVICES

SERVICES DESCRIPTION

Date: August 8th, 2006

TABLE OF CONTENTS

1. INTRODUCTION.....	3
2. LOGISTIC SERVICES	4
2.1. LS1: CENTRAL LOCATION DELIVERY	4
2.2. LS2: PRE-CONFIGURATION + ON-SITE SHIPMENT	4
2.3. LS3: PRE-CONFIGURATION + ON-SITE SHIPMENT + INSTALLATION.....	4
3. SUPPORT SERVICES.....	5
3.1. SUPPORT LEVEL DEFINITIONS	5
3.2. HOW TO CONTACT IPANEMA TECHNICAL SUPPORT CENTER?.....	5
3.3. WORKING DAYS AND HOURS	5
3.4. SEVERITY LEVELS	6
3.5. PROBLEM HANDLING METHODOLOGY	6
3.6. PROBLEM MANAGEMENT PROCESS	6
4. HARDWARE MAINTENANCE SERVICES.....	9
4.1. PROCEDURE FOR HARDWARE EXCHANGE	9
4.2. ON-SITE ADVANCE SHIPMENT PROCEDURE.....	9
4.3. ON-SITE SWAP PROCEDURE	9
5. SUPPORT AND HARDWARE MAINTENANCE BUNDLES	10
6. GEOGRAPHICAL COVERAGE.....	11

1. Introduction

Ipanema offers three families of logistics and support services:

- Logistics services (preconfiguration, shipment, on-site installation)
- Support services (level 1, 2 and 3)
- Hardware maintenance services (Advanced replacement, On-site swap)

Services are delivered either directly by Ipanema or through certified Ipanema partners.

2. Logistic services

There are 3 types of Logistics services:

- LS1: central location delivery to partner or to end-user (drop shipment)
- LS2: pre-configuration + on-site shipment (drop shipment)
- LS3: pre-configuration + on-site shipment + installation

2.1. LS1: central location delivery

Ipanema will deliver equipments in a partner or customer central site.
Pre-configuration, on-site delivery and installation are then performed by the partner or the customer.

Incoterm: DDU

2.2. LS2: pre-configuration + on-site shipment

Ipanema will deliver pre-configured equipments in customer's sites.
Installations are then performed by the partner or the customer.

Incoterm: DDU

2.3. LS3: pre-configuration + on-site shipment + installation

Ipanema will deliver pre-configured equipments in customer's sites.
Installations are then performed by an Ipanema certified partner.

Incoterm: DDU.

Desired date and time for installation:

- Ten (10) Business Days advance notice for standard countries.

Installation hours:

- Standard pricing is for installation between 9 AM to 18 PM, Monday to Friday
- + 15% uplift when installation occurs between 18 PM to 22 PM
- + 25% uplift when installation occurs between 22PM to 9 AM
- + 50% uplift when installation occurs between 8 AM to 8 PM on Saturday (option to be checked on demand)

3. Support services

3.1. Support Level definitions

Support Level 1 - Client satisfaction and problem verification

- Providing initial client contact
- Establishing problem logs and tracking
- Resolving installation inquiries
- Providing "how to" support
- Determining if an issue is documented
- Maintaining configurations knowledge
- Maintaining high level of Client satisfaction

Support Level 2 - Problem trouble-shooting and work-around

- Working with the client to obtain a reproducible case
- Attempting to duplicate and reproduce
- Providing internal problem determination and verification
- Performing remote diagnosis
- Supplying and testing product fixes
- Supplying new product releases
- Offering product and technical expertise

Support Level 3 - Bridge with R&D

- Isolating, tracking and fixing defects
- Technical evaluation and triage of defects
- Providing product fixes if and when deemed necessary
- Providing maintenance releases
- Providing new product releases

3.2. How to contact Ipanema Technical Support Center?

If you face difficulties using an Ipanema Technologies product, we will make our best efforts to solve them as soon as possible with minimum impact on your personal activity and your company's business.

Along with your license, you will be given the email address and phone number of the Technical Support Center.

Supported language: English and French

Do not forget to indicate your name, company, phone number, system ID and the severity level of your call.

3.3. Working days and hours

Working days and hours are Monday to Friday, from 9:00 am to 18:00 pm.
Delays indicated in this document correspond to working days and hours.

3.4. Severity Levels

We encourage a self evaluation of the severity level, according to following definitions. Do not hesitate to require a severity level modification by calling the Technical Support Center.

Severity 1 Critical Business Impact	Severity 2 Serious Business Impact	Severity 3 Minor Business Impact	Severity 4 No Business impact
- The system in operation is severely or totally affected	- The system in operation is able to work in a partial manner - The system in operation is unstable and requires periodical reboots.	- The system in operation has problems which do not affect its main functions.	- General information request (installation, configuration, doc., etc.) - Request for product improvement.

For severity level 1 and 2: Ipanema Technologies and the customer agree to dedicate full time all necessary resources to solve the problem. Ipanema top priority is to restore/improve service, not to debug the problem.

For severity level 3 and 4: Ipanema Technologies and the customer will use their technical resource in order to restore an acceptable level of service or bring relevant information.

3.5. Problem handling methodology

A case open at the Ipanema Support Center is handled according to the following process:

- According to the indicated problem, the call is directed to a specialized Support Engineer.
- A severity 1 call is directly transmitted to the Support Engineer; less severe problems may be put in a waiting list.
- A severity 1 call is directly handled by the Support Engineer, until it is solved. Both Ipanema Support Center and the Customer are involved in the problem resolution.
- For a severity 2, 3 or 4 call, you may be either called back or contacted by email (see call back delay below).

3.6. Problem management process

The problem management process is made of three steps:

- Step 1: call/email handling
- Step 2: problem analysis and resolution
- Step 3: escalation procedure

Step 1: Call/email handling

How my call will be handled?

You will be asked for your Ipanema System ID (look at the "about" menu of ip|boss), and for a short problem description. Your call will then be transmitted to one of our Support Engineer for initial problem analysis and severity determination.

The Support Engineer will also check the call according to your support contract information (authorized name, phone number, etc.).

Get prepared to communicate all information relative to your Ipanema system configuration: system release, ip|boss operating system (NT, 2000, Solaris, etc.), ip|engine models...

What will happen with my call?

An entry will be created in our support management system and a problem number will be affected to your call along with the severity level (see above). The severity level defines the problem solving procedure. Date and time entered in the support management system will be used as the reference in further steps.

As soon as all relevant information is entered, the Support Engineer will begin first analysis of your problem.

Depending on the problem conditions, you may be required to supply further information like log files, traces, dumps, etc ...

Who takes care of my problem?

In most cases the Support Engineer who handled your problem first will be affected to it until it is solved. You will be informed if for expertise reasons we must affect the problem to another Support Engineer.

What tools are used by the Support Center to solve the problem?

Ipanema uses advanced tools to analyze and reproduce your problem (reference system with all the supported software release, traffic and transaction generator, network simulator, etc.).

Traces and dumps available in the system could be used for a better understanding of your problem.

To simplify and accelerate problem identification, we encourage a VPN or modem/ISDN access to your station for remote control of your ip|boss and ip|reporter application.

Call Back delay

	Email	Phone
Max call-back delay or Acknowledge	2 hours	1 hour

Step 2: Problem qualification and resolution

What is the problem resolution methodology?

Depending on the initial problem qualification, the Support Engineer may:

- Supply you with instructions or references to the system documentation;
- Collect all necessary elements for problem analysis and resolution (log files, dumps...);
- Try to reproduce the problem in our labs;
- Propose workaround instructions;
- Decide whether the problem resolution request delivery of a new software (upgrade);
- Open a Problem Report and/or a Change Request to the R&D department.

The Support Engineer supported by the Support Manager may decide a specific resolution plan dedicated to your problem. The Support Engineer will still be in charge of your problem and remains as your unique contact.

The two tables below show the objective delays to restore the service and solve the problem.

Objective delays to restore the service:

	Severity 1	Severity 2	Severity 3
Delay to restore	1 day	2 days	10 days

Objective delays to solve the problem:

	Severity 1	Severity 2	Severity 3
Delay to solve	3 days	10 days	Next release

Step 3: Escalation procedure

Delay for automatic escalation

The support management system provides for automatic escalation. This procedure allows informing Ipanema Technologies management team in case of long resolution delays, according to the following table:

	Severity 1	Severity 2	Severity 3
Support Manager	2 hours	1 day	2 days
Product Manager	4 hours	2 days	5 days
Executive Director	1 day	5 days	-

Severity 1: the Support Manager in charge of all the Support engineers is automatically informed after 2 hours. He can help the Support Engineer and decide a dedicated resolution plan, then allocate resources according to the nature of the problem. After 4 hours, the Product Manager is alerted about the unsolved incident. Executive Director in charge is informed within one day.

Severity 2 and 3: same procedure, with different delays.

How can I trigger the escalation?

Along the whole resolution procedure, you can contact your Support Engineer to get information about the current status. If you wish to escalate, require to the Support Engineer who will take care.

In case of extreme urgency, you can directly contact the following Ipanema staff:

- the Support Manager;
- your Sales Account Manager.

How the Support team takes care of my problem?

The Ipanema Support team holds periodical review (period depends on severity, from daily to monthly). The Support Manager takes a particular care of unresolved problems, and takes specific decisions according to the situation and operational constraints.

All unsolved problems are reviewed to get sure that the situation will favorably evolve within objective delays.

4. Hardware maintenance services

Hardware maintenance services use the same Helpdesk as Support services.

These services consist of advanced replacement of faulty hardware in one of the two following options:

- On-site advance shipment NBD
- On-site swap NBD

4.1. Procedure for Hardware exchange

Hardware maintenance is exclusively done by replacement of faulty equipment which is sent to an Ipanema authorized location. Shipping cost of the faulty part to the Ipanema location must be paid by the customer, while Ipanema Technologies will pay for the shipping cost of the replacement part to the customer location.

The main hardware return address is:

Ipanema Technologies - Maintenance Department
28 rue de la Redoute - 92260 Fontenay aux Roses - France

4.2. On-site advance shipment procedure

You will be shipped a working equipment within Next Business Day of reception of the confirmation fax of the RMA (Return Material Authorization) by an express shipping company. See RMA template in Annex.

The faulty part must then be received at an authorized Ipanema location within the next 10 business days.

4.3. On-site swap procedure

A certified technician will contact you to remove the faulty equipment and install a working one within Next Business Day of your call.

5. Support and Hardware Maintenance bundles

To guarantee the best level of customer satisfaction, Support and Hardware Maintenance services are bundled according the following options:

Silver:

- Support: 8 x 5
- Hardware maintenance: advance shipment NBD

Gold:

- Support: 24 x 7
- Hardware maintenance: advance shipment NBD

Platinum:

- Support: 24 x 7
- Hardware maintenance: On-site swap NBD

Level of Support and Hardware Maintenance must be identical for the entire Ipanema domain

6. Geographical coverage

- 60+ countries in standard:

Argentina	France	Malaysia	Serbia
Australia	Germany	Mexico	Singapore
Austria	Ghana	Netherlands	Slovakia
Bahrain	Greece	New Zealand	Slovenia
Belgium	Hong Kong	Nigeria	South Korea
Brazil	Hungary	Norway	Spain
Brunei	India	Oman	Sweden
Canada	Indonesia	Pakistan	Switzerland
Chile	Ireland	Peru	Taiwan
China	Israel	Philippines	Thailand
Colombia	Italy	Poland	Turkey
Cyprus	Japan	Portugal	Ukraine
Czech Republic	Jordan	Puerto Rico	United Arab Emirates
Denmark	Kenya	Qatar	United Kingdom
Dom. Republic	Kuwait	Romania	USA
Egypt	Lebanon	Russia	
Finland	Luxembourg	Saudi Arabia	

- Other countries are available: please contact us

Facsimile

RMA n°:

From	To
Name: Company: Address :	Ipanema Technologies Maintenance Department 28 rue de la Redoute 92260 Fontenay aux Roses France
Fax :	Fax : +33 (0)1 55 52 15 01
Tel :	Tel : +33 (0)1 55 52 15 00

Dear Madam/Sir,

You need to use the Advance Replacement procedure for an Ipanema hardware product.

In order to help us managing your request in the best conditions, we ask for the following information. When duly signed, please send this document by fax as soon as possible.

With best regards,

ipanema
Technologies

Note:

- Don't forget to join this document along with the returned equipment.
- Keep carefully one copy with you, as it contains all useful information in case of claim.
- We remind that you have to pay for the shipping cost of the faulty equipment.
- Thanks to join to this fax a copy the delivery note corresponding to the returned equipment.

Reference	Serial n°	Qty	Delivery Note n°	Reason for return

Delivery address for the replacement equipment:

Name: _____

Date: __/__/__

Signature: _____



<http://www.ipanematech.com>

Headquarters:

Ipanema Technologies

28, rue de la Redoute
92260 Fontenay-aux-Roses
FRANCE

Phone: + 33 1 55 52 15 00

Fax: + 33 1 55 52 15 01

E-mail: info.fr@ipanematech.com

UK

Ipanema Technologies Ltd

Abbey House
Wellington Way
Weybridge

Surrey, KT13 0TT

UNITED KINGDOM

Phone: + 44 (0)1932 268 380

Fax: + 44 (0)1932 268 381

E-mail: info.uk@ipanematech.com

United States

Ipanema Technologies Corp.

199 Independence Road
Concord, MA 01742

USA

Phone: + 1 978 369 2952

Fax: + 1 978 369 0228

E-mail: info.us@ipanematech.com

Germany

Ipanema Technologies GmbH

Gustav-Stresemann-Ring 1
65189 Wiesbaden

GERMANY

Phone: + 49 611 97774 285

Fax: + 49 611 97774 111

E-mail: info.de@ipanematech.com