

TECHNICAL SUPPORT

SERVICE DESCRIPTION

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Ipanema offers world-class support to help customers fully leverage the value of their systems. Ipanema's highly specialized technical support team is dedicated to help customers and partners quickly and easily use, manage, and troubleshoot Ipanema systems in their network.

Through Ipanema Support, customers receive:

- Assistance with questions about the use of Ipanema products;
- Assistance in identifying and verifying the causes of suspected errors;
- Solutions for identified errors or malfunctions;
- Access to support by phone, email, and the web.

Ipanema provides a global support organization with locations in Paris and Boston.

Ipanema uses a unified case tracking system so that support engineers know they are working with the latest details and status of each case.

1. SUPPORT SERVICES

1.1. 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 configuration knowledge
- Maintaining high level of client satisfaction

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

- Working with the client to duplicate and reproduce problems
- 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 – Complex problems and bridge with R&D

- Isolating, tracking and fixing defects
- Technical evaluation and allocation of defect reports within R&D
- Providing product fixes if and when deemed necessary
- Providing maintenance releases
- Providing new product releases

1.2. How to contact Ipanema Technical Support Center?

If you have questions or face difficulties using Ipanema products, you can contact the Support Center via one of these media:

Support center in Europe

Ticketing, guides and knowledge database	Available 24x7 at https://support.ipanematech.com
Helpdesk opening hours	Monday – Friday (except January 1st and December 25th) 9 am to 6 pm Central European (Summer) Time - CET/CEST
Phone	+33 1 55 52 15 22
Fax	+33 1 55 52 82 01
Email	support@ipanematech.com
Language	English and French

Support center in the US

Ticketing, guides and knowledge database	Available 24x7 at https://support.ipanematech.com
Helpdesk opening hours	Monday – Friday (except January 1st and December 25th) 8 am to 5 pm North American Eastern Standard Time - NAEST
US toll free number	888 485 4884
Phone	+1 617 862 0033
Fax	+1 781 890 7007
Email	support@ipanematech.com
Language	English

When calling the Support Center, please provide the following information:

- Your name
- Your company name
- A phone number where you can be contacted
- Your Ipanema system ID (You can find it in the “?/about” menu of ip|boss)

1.3. Who can contact Ipanema Technical Support Center?

To contact the Technical Support Center, you must have a valid OTS (Operation and Technical Support) certification.

To know more about Ipanema training and certification programs, please consult the training catalog on www.ipanematech.com (Ipanema University section).

1.4. Severity Levels

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

Severity level	Business impact	Description
1	Critical Business Impact	The system in operation is severely or totally affects network traffic.
2	Serious Business Impact	The system in operation is able to work in a partial manner. It is unstable and requires periodical reboots.
3	Minor Business Impact	The system in operation has problems which do not affect its main functions.
4	No Business impact	Information request like : <ul style="list-style-type: none"> • Installation • Configuration • Documentation • Product improvement request

For severity level 1 and 2: Ipanema Technologies and the customer agree to dedicate full time and all the 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.

1.5. Problem handling methodology

The following process will be used by the Ipanema Support Centre to handle support cases:

- According to the indicated problem, the call is directed to a specialized Support Engineer.
- Severity 1 problems are immediately handled by Support Engineers, until they are solved or downgraded to a less severe level (for example by implementing a temporary workaround). Both the Ipanema Technical Support Center and the Customer are involved in the problem resolution.
- According to the current helpdesk workload, less severe problems might be put on hold (see call back delays below).

1.6. 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

1.6.1. Step 1: Call/email handling

How will my call 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 check your request according to your support contract information (authorized name, phone number, etc.).
- Please be prepared to communicate all information relevant to your Ipanema system configuration: system release, ip|boss operating system (Windows 2003, Solaris, etc.), ip|engine models, etc.

What will happen with my call?

- An entry with a dedicated problem number will be created in our support management system with its corresponding severity level. Date and time entered in the support management system will be used as the reference in further steps.
- As soon as relevant information are entered, the Support Engineer will start to analyze the problem.
- To help resolution, you might be asked to supply further information like log files, traces, dumps...

Who takes care of my problem?

- In most cases the Support Engineer who handled your problem first will attempt to provide a resolution. You will be informed in case your problem has to be reallocated 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 platforms with all supported software release, traffic and transaction generator, network simulator, etc.).
- To simplify and accelerate problem identification, we encourage you to provide a remote access (e.g. through VPN or remote desktop control) to your central management station.

What are the call back delays?

Maximum call back delays:

- Email request: 2 hours
- Phone request: 1 hour

1.6.2. 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;
- Deliver an available software patch or require for an upgrade;
- Open a Problem Report and/or a Change Request to the R&D department.

According to the difficulty to solve your case, the Support Engineer and her/his manager may decide upon a specific resolution plan that involves additional resources, regular reviews, etc. The Support Engineer will remain your primary contact.

What is the objective time to solve my problem?

The Ipanema Technical Support Center is dedicated to restore the service and solve the problem in the fastest possible way.

Objective time to restore and time to solve depend on the problem severity:

	Severity 1	Severity 2	Severity 3
Objective time to restore the service	1 day	2 days	10 days
Objective time to solve the problem	3 days	10 days	Next release

1.6.3. Step 3: Escalation procedure

In order to guarantee the best possible problem handling, your problem might be escalated to Ipanema's management team.

What are escalation delays?

Depending on severity level, the support management system provides for automatic escalation if your problem is not closed in the following delays (business hours and days):

	Severity 1	Severity 2	Severity 3
Technical Support Manager	2 hours	1 day	2 days
Customer Care Department Director	4 hours	2 days	5 days
Chief Technical Officer	1 day	5 days	-

How can I trigger the escalation?

Throughout the problem resolution procedure, you can contact your Support Engineer who will provide you with updates.

In addition to the automated escalation process, you can request your Support Engineer to escalate to her/his manager.

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

- The Technical Support Manager;
- Your sales Account Manager.

2. HARDWARE REPLACEMENT

2.1. Organization

To guarantee the best possible customer satisfaction, Ipanema hardware replacement service uses the same organization as Support services.

This service consists of advanced replacement of faulty hardware after the failure diagnostic is agreed with Ipanema support. The shipping delay is NBD (Next Business Day).

Ipanema Technologies will pay for the shipping cost of the replacement part to the customer location. The faulty equipment must be returned at customer's cost to an Ipanema authorized location within 10 days. Incoterms are DDU, the receiving party being in charge to pay duty fees.

2.2. Advance replacement procedure

Upon receipt by fax or scan of the RMA (Return Material Authorization), Ipanema will send the replacement device by express courier within the next business day (NBD). The replacement part is shipped:

- From France for all destinations except North America:
 - Same day of RMA reception if the RMA is received before 3 pm Central European (Summer) Time - CET/CEST
 - Next Business Day in case of later notice

- From the US for North America locations
 - Same day of RMA reception if the RMA is received before 3 pm North American Eastern Standard Time - NAEST
 - Next Business Day in case of later notice

The faulty part must then be received back to an authorized Ipanema hardware return location within the next 10 business days:

Main hardware return address	North America hardware return address
Ipanema Technologies Maintenance Department 28 rue de la Redoute 92260 Fontenay-aux-Roses France	Ipanema Technologies Maintenance Department 200 Fifth Avenue Waltham MA 02451 USA

RMA templates are provided below.

Facsimile

RMA n°:

From	To
Name: Company: Address: Fax : Tel :	Ipanema Technologies Maintenance Department 28 rue de la Redoute 92260 Fontenay aux Roses France Fax: +33 (0)1 55 52 82 01 Phone: +33 (0)1 55 52 15 22

Dear Madam/Sir,

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

To help us process your request as quickly as possible, please provide the following information. When complete, please sign and fax this document at the address above.

With best regards,

The Ipanema support team.

Notes:

- Don't forget to include/attach a copy of this RMA document with the returned equipment.
- Please fax a delivery note for the returned equipment with this RMA.
- Retain a copy of this RMA as it contains all useful information in case of claim.
- We remind that Ipanema will pay for the shipping of the replacement part while the return of the faulty equipment is at customer's cost.

Reference	Serial n°	Delivery Note n°	Reason for return

Delivery address for the replacement equipment:

Name or attention line: Company: Street: City, state, ZIP code: Country:

Date:

Signature:

Facsimile

RMA n°:

From	To
Name: Company: Address: Fax : Tel :	Ipanema Technologies Maintenance Department 200 Fifth Avenue Waltham MA 02451 USA Fax: +1 781 890 7007 Phone: +1 617 862 0033 US Toll free: 888 485 4884

Dear Madam/Sir,

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

To help us process your request as quickly as possible, please provide the following information. When complete, please sign and fax this document at the address above.

With best regards,

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Reference	Serial n°	Delivery Note n°	Reason for return

Delivery address for the replacement equipment:

Name or attention line: Company: Street: City, state, ZIP code: Country:

Date:

Signature:

ABOUT IPANEMA TECHNOLOGIES

The Ipanema System enables any large enterprise to have full control and optimization of their global networks; private cloud, public cloud or both. It unifies performance across disparate networks. It dynamically adapts to whatever is happening in these networks and guarantees constant control of critical applications. It is the only system with a central management and reporting platform that scales to the levels required by Telcos and large enterprises.

For more information www.ipanematech.com

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