

Simply Wireless Support and Maintenance Services for Business and Enterprise Solutions



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Simply Wireless Support and Maintenance Services

Simply Wireless prides itself on its ability to design, implement and support solutions that grow with an organisation's needs. As such, a holistic approach is taken during the design and development of every solution. Once implemented, a well structured support and maintenance plan ensures that your technological investment continues to provide the most efficient rate of return whilst maintaining business continuity through periodic maintenance and timely fault resolution.

Learning from History

Simply Wireless understands that all organisations are greatly effected through system failure at some point during their business life and that given the time-critical nature of the business; such failures can be devastating. Through the implementation of an appropriate support and maintenance plan an organisation places itself in a position to avoid many such failures through automated monitoring and pro-active maintenance, whilst also being able to acquire the appropriate resources in an "on-demand" fashion in order to resolve any unexpected faults.

Preparing for Tomorrow

Today's IT systems require a solid, efficient and cost-effective support architecture. A structured Simply Wireless support and maintenance plan can be chosen depending upon the organisation's requirements for such enhanced support services as:

- 24x7 Telephone Support
- Automated Monitoring
- Pro-active Maintenance
- Guaranteed Response Times
- Same-day onsite-support
- Discounted Support Pricing

Simply Wireless's meticulous documentation, experienced engineering team and monitoring capabilities have resulted in the ability for our Support Engineers to be notified, perform issue diagnosis and identify the most appropriate resolution technique before many customers are even aware of the problem's existence.

The Customer's Choice

Due to the nature and complexity of many leading-edge solutions, Simply Wireless believes in working with the customer to identify the best support and maintenance solution. Simply Wireless's experience has shown that such collaborative processes enables key decision makers to make an informed choice when selecting a support architecture that is appropriate for their solution, their organisational culture and their on-going requirements. The following information outlines the various Simply Wireless Support and Maintenance offerings available today.

Pro-active Maintenance

By purchasing blocks of pre-paid hours a customer receives planned and periodic access to Simply Wireless Support Engineers on an hourly basis. Pre-paid hours are used as Support Engineers perform pro-active maintenance or support tasks.

Pre-paid maintenance hours are purchased on a monthly basis. Pre-paid maintenance hours are purchased at a discounted rate of 35% off Simply Wireless' Average Billable Rates. Any pre-paid hours not used within a calendar month are carried over for use in the next calendar month. Any additional maintenance hours in a month will be billed at a discounted rate of 25% off Simply Wireless' Average Billable Rates.

Some examples of maintenance tasks usually performed by a Simply Wireless Support Engineer are:

- Backup Tape Rotation
- Tape Device Cleaning
- User account administration
- Virus Definition Updates for Anti-Virus software
- Software Upgrades or Patches
- Firmware Upgrades
- Performance Tuning
- Backup Power System Testing
- Wireless LAN Optimisation
- Disk Space Usage Monitoring
- General System Maintenance
- System Security Tuning
- Checking Damage to Outdoor Units
- Antennae Realignment
- Throughput Testing

Business and Enterprise Support

Support services are utilised for the unanticipated issues that arise during the normal operation of any IT system. Simply Wireless' support services provide timely access to skilled support engineers for just such emergencies.

Simply Wireless offers various levels of support services to suite the customer expectations and budget. The support services that can be provided range from access to a Support Engineer 24 hours a day, 7 days a week to pay as you go. See page 5 for more details.

The benefits of Simply Wireless Support Services include:

- Access to a call centre 24 hours a day, 7 days a week (for logging support calls)
- Guaranteed response times (based on access to free support services if broken)
- Prioritised access to Support Engineers
- Free and unlimited telephone support
- Charging rate reductions for on-site visits or intervention via remote access

Automated Monitoring

By utilising *Automated Monitoring* services the utilisation and availability of key pieces of a customer's IT infrastructure can be monitored 24 hours a day, 7 days a week. If the utilisation or availability of a piece of infrastructure falls outside a pre-defined range, an alert will be automatically generated and forwarded to a Simply Wireless Support Engineer. The Support Engineer will respond to all alerts based on the level of support that has been purchased.

The types of alerts that are generated by the Automated Monitoring services will be either warning or critical alerts.

Warning alerts are generated when the utilisation or availability of a piece of infrastructure approaches a pre-defined level. Warning alerts are used to pro-actively identify problems with key pieces of infrastructure. For example, a warning alert may be generated when the used disk space on a server reaches 85% of total capacity.

Critical alerts are generated when the utilisation or availability of a piece of infrastructure exceeds a pre-defined level or a failure condition occurs on a key piece of infrastructure. For example, a critical alert may be generated when the used disk space on a server exceeds 92.5% of total capacity or network connectivity is lost to a router.

Choosing Your Support Plans

Base Plans

	ADHOC	8x5x4 SOHO	8x5x4	12x7x4	24x7x4
Product Code	-	SWS854S	SWS854B	SWS1274	SWS2474
Support Window	9am-5pm Mon-Fri	9am-5pm Mon-Fri	9am-5pm Mon-Fri	8am-8pm Sun-Sat	24 Hrs Sun-Sat
24x7 Call Logging	Yes	Yes	Yes	Yes	Yes
Free Telephone Support	No ¹	Yes	Yes	Yes	Yes
Unlimited Calls per Month	No	Yes	Yes	Yes	Yes
Guaranteed Response	8 Hrs	4 Hrs	4 Hrs	4 Hrs	4 Hrs
Out of Hours Response	NBD	NBD	NBD	Next Day	N/A
Minimum Fee (9-5)	1 Hr	0.5 Hrs	N/A	N/A	N/A
Minimum Fee (5-9)	N/A	N/A	N/A	1 Hr	1 Hr
Support Discount	0%	25%	25%	25%	25%

Optional Support Plans

	Regional	Automated	Hot-Swap NBD	Hot-Swap
Product Code	SWSREG	SWSAM	SWSHSN	SWSHSI
Support Window	See Base Plan	See Base Plan	See Base Plan	See Base Plan
Requires Base Plan	Yes	Yes	Yes	Yes
Available to SWS854S	Available	Unavailable	Unavailable	Unavailable
Available to SWS854B	Available	Available	Unavailable	Unavailable
Available to SWS1274	Available	Available	Available	Available
Available to SWS2474	Available	Available	Available	Available
Target Response	NBD	See Base Plan	4 Hrs from Receipt of Hardware	4 Hrs from Diagnosis of Hardware Fault
Travel Expenses	Yes	N/A	N/A	N/A
Engineer Travel Rate	50%	N/A	N/A	N/A
Considerations	Required if greater than 35km from Sydney GPO	Requires Internet Connectivity	Requires Manufacturers / Extended Warranty	Requires Manufacturers / Extended Warranty

¹ A fee is payable for each issue logged to Call Centre

Automated Monitoring Only Plans

	8x5x4	12x7x4	24x7x4
Product Code	SWS854A	SWS1274A	SWS2474A
Support Window	9am-5pm Mon-Fri	8am-8pm Sun-Sat	24 Hrs Sun-Sat
24x7 Call Logging¹	No	No	No
24x7 Alert Logging	Yes	Yes	Yes
Free Telephone Support	No	No	No
Unlimited Alerts per Month	Yes	Yes	Yes
Guaranteed Response	4 Hrs	4 Hrs	4 Hrs
Out of Hours Response	NBD	Next Day	N/A
Minimum Fee (9-5)	N/A	N/A	N/A
Minimum Fee (5-9)	N/A	1 Hr	1 Hr
Support Discount	0%	0%	0%

¹ A fee is payable for each issue logged via a telephone to the Call Centre

Accessing Simply Wireless Support and Maintenance Services

The Simply Wireless Support Call Centre is available 24 hours a day 7 days a week and can be contacted by telephoning

1300 888 196

To log a support issue ensure that you have the following information.

- Your contract number
- The name of your organisation
- Brief explanation of the issue
- The priority level of the problem as follows
 - **Priority 1:** An existing network is down or there is a critical impact to your operation.
 - **Priority 2:** Operation of an existing network is severely degraded, or significant aspects of your business operation are being negatively impacted by unacceptable network performance.
 - **Priority 3:** Operational performance of the network is impaired while most business operations remain functional.
 - **Priority 4:** Information or assistance is required on product capabilities, installation, or configuration. There is clearly little or no impact to your business operation.

You will be quoted a call log number for each new call. Please record this number for future reference.

The next available Simply Wireless Support Engineer will contact you via telephone within the guaranteed response time of your selected Support Plan. The responding Simply Wireless Support Engineer will attempt to diagnose and repair the fault via during the initial or subsequent telephone conversations. If the Simply Wireless Support Engineer is unable to diagnose or repair the issue via the telephone, the Support Engineer will perform hands-on intervention via either remote access services or an on-site visit. All time spent performing remote access or on-site intervention will be billable and will be charged at the applicable rate.