

Provider Plus Support

Benu Networks’ Provider Plus Support is a comprehensive technical support service developed to meet the diverse operational needs of service providers using Benu Networks’ Virtual Service Edge (VSE) platform. Our world-class technical support team is a highly responsive resource that provides the prompt and professional assistance you expect from a leading network vendor.

Benu Networks’ support plan provides access to not only the Technical Assistance Center; but also to feature-rich software releases that enable operators the opportunity to deploy new services using the Virtual Service Edge Platform.

With your contract, you can expect ongoing updates including enhanced functionality, additional features, improved interoperability, and operational management capabilities. Benu Networks’ technical support service goes well beyond a basic hardware product warranty, and includes new software functionality upgrades, maintenance releases, product documentation, and access to a solutions knowledge base. In addition, technical support experts are available to assist customers when issues arise. A variety of hardware replacement options are available to meet the critical operational requirements of global service providers.

BENU NETWORKS’ MAINTENANCE: FEATURES AND BENEFITS

FEATURE	BENEFITS
24x7 Support / 365 Days a Year	Expert assistance available when you need it for post-installation support.
Knowledge and Solutions Database	Access to a knowledge base of solutions, configurations, technical documents, best practices, operational documents and release notes.
On-line Support Portal	Web access to the technical support portal 24x7 to open a ticket, track/provide updates and to upload information into the case.
Software Maintenance Releases	Bundled and tested periodic software releases
New Software Feature Releases	Access to the latest software enhancements to current functionality
Service Alerts	Customer notifications of issues and workarounds
Hardware Replacement	Hardware replacement options: Advanced overnight shipment or if stocking local spares, 30 day return and repair service
Professional Support Staff	Tickets are classified with a designated severity and are actively monitored by a member of the Benu Networks support management team.

BENU NETWORKS’ TECHNICAL SUPPORT SERVICES

SERVICES		WARRANTY COVERAGE	PROVIDER PLUS SUPPORT
Self-Service	Knowledge Database	X	X
	Documentation and Release Notes	X	X
Technical Support	Business Hour Coverage: (M-F) 9am - 4pm EST Excluding Holidays (e-mail, web, and telephone)	X	X
	Extended Hours: 24x7 Emergency Support	No	Yes
	Response SLA During Coverage Period		
	<ul style="list-style-type: none"> Critical Response: 15 Minutes Major Response: 1 Hour Minor Response: 4 Business Hours 	X X X	X X X
Software Services	Software Fixes Maintenance and Patch Releases	Patch Release Only	Major Releases and Patch Releases
Hardware Support	30 Day Return for Repair	X	Available Option
	24 Hour Advanced Shipment	N/A	Available Option

← TECHNICAL SUPPORT SERVICE →						
TECHNICAL ASSISTANCE CENTERS	STAFF	SERVICE LEVELS	CUSTOMER FOCUS	EQUIPMENT	ENGINEERING	SUPPORT PORTAL
Technical Support co-located with Engineering	Tier 3 technical experts available 24x7 / 365 days a year	Defined and measured response time, time to restore and resolution time	Development of strong support partnerships with our customers	Dedicated lab equipment for problem duplication and analysis	Technical services co-located with Engineering to facilitate fast problem resolution	Support users can initiate and track support cases, access the knowledge base and documentation

SERVICE RESPONSE RESOLUTION: SLA AND SEVERITY DEFINITIONS

Benu Networks guarantees compliance with the Service Response Times set forth in the table below (“Service Level Guarantee (SLG) from Benu Networks”).

SEVERITY	RESPONSE	RESTORE	RESOLVE
1 - Critical*	15 Minutes	2 Hours	48 Hours
2 - Major	15 Minutes	4 Hours	7 Days
3 - Minor	1 Business Day	8 Hours	30 Days
4 - Improvement - Enhancement	1 Business Day	N/A	N/A

*All critical issues should be reported via phone

SEVERITY LEVELS AND DEFINITIONS

SEVERITY LEVEL	DEFINITION
1 - Critical	Customer’s production network is down or there is a critical impacting issue to end users.
2 - Major	Customer’s production network is severely degraded or significant aspects of the end user experience are negatively impacted.
3 - Minor	Customer’s production network performance is impaired, although most network operations remain functional.
4 - Improvement or Enhancement	Request for additional functionality

To learn more about Benu Networks’ Provider Plus Support plan including pricing, please contact your Sales Representative.

ABOUT BENU NETWORKS

Benu Networks’ carrier-class Virtual Service Edge (VSE) software platform enables the rapid creation and delivery of next generation IP services over a converged infrastructure, and empowers service providers to increase revenue, expand market leadership, and meet the dynamic needs of their business, residential and mobile customers.

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