

Xirrus Support Services

Support Overview

Xirrus provides a set of comprehensive world-class Support Services to help you maximize your investment and ensure the successful, ongoing operation of your Xirrus wireless network. These services are available to customers around the world and around the clock 24x7.

Xirrus Support services provide both direct access to support personnel and self-help access to online resources to assist in the design, deployment, and management of your network. Beyond a base level of service for new products provided by Xirrus Standard Warranty, the Xirrus Support Program delivers valuable service options through complete access to all Xirrus Support resources.



Premium Support Services

Xirrus Premium Support provides value add services beyond Standard warranty for supporting the ongoing operation of your Xirrus wireless network. These services include:

- High priority response support
- Complete access to the Xirrus Customer Support Center
- Software upgrades
- Next business day advanced hardware replacement

Premium Support can be purchased in 1, 3 and 5 year increments. The table below compares the services available with Xirrus Standard Warranty and Premium Support.

Benefits

Xirrus Premium Support provides a number of benefits to you as a customer:

- Maximizes the operational up time of your wireless network by minimizing downtime when troubleshooting issues or replacing product
- Ensures access to product enhancements with no additional capital expenditure
- Extend the skills of your staff with access to expert Xirrus wireless engineers
- Adapt your network to meet changing requirements via product enhancements or tuning adjustments

	Software		Hardware	
	Product Warranty	Premium Support	Product Warranty	Premium Support
Products Covered	ArrayOS and XMS	ArrayOS, XA, XM	All	APs, Arrays, Switches, XE-4000, XP2, XP8
Coverage Period	90 Days	1, 3 or 5 Years Renewable	APs: Lifetime Arrays & Switches: 5 Years All Other: 1 Year	1, 3 or 5 Years Renewable
Xirrus Customer Support Center Access	Limited	Full	Limited	Full
E-mail/Phone Support	Standard	Priority	Standard	Priority
Software Updates	Fixes Only	Fixes and Upgrades	NA	NA
Hardware Replacement	NA	NA	Return and Repair (15 days max turnaround)	Advanced Replacement (Next Business Day)

Service Descriptions

Customer Support Team

The Xirrus Customer Support team consists of engineering personnel available for quickly answering questions and resolving product and network issues. All Xirrus Customer Support engineers are highly qualified and hold network industry certifications. Xirrus Premium Support provides full and prioritized access to Xirrus Customer Support team.

Xirrus operates three Customer Support Centers – California, Australia and the United Kingdom – which provide live 24x7 support via phone, e-mail, chat, and online ticketing submission. In addition, a team of engineers distributed throughout the world provide field escalation support.

Customer Support Portal

The Xirrus Customer Support portal at <http://support.xirrus.com> provides 24x7 access to resources for obtaining quick and easy problem resolution:

- Knowledge Base: Extensive set of solutions to common problems presented in a FAQ format
- Content/Downloads: Software releases, release notes, and other technical documents
- Ticketing System: On-line system for submission and tracking of problem tickets

How to Obtain Support

Standard Warranty and Premium Support services are provided via Xirrus Customer Support:

Direct Support

Xirrus Customer Support personnel are available 24 hours a day, 7 days a week via:

- Email: support@xirrus.com
- Chat: <http://support.xirrus.com> (Monday – Friday)
- Phone:

USA, Canada, Latin America:	+1.800.947.7871 (US Toll Free), +1.805.262.1600 (Direct)
Europe, Middle East, and Africa:	+44.20.3239.8644
Australia:	1300 947 787
Asia and Oceania:	+61 2 8006 0622



Software Upgrades

To maintain your Xirrus wireless network in optimal operation, access to new software releases as they become available can be very important. Only Premium Support coverage provides access to all new software releases. Software Premium Support is available for all Xirrus Array products as well as the XMS and related applications.

Advanced Hardware Replacement

Hardware Premium Support maximizes network uptime by covering the repair of defective product with advanced replacement equipment shipped to your location by the next business day (depending on geographic location and time of day of the request). This service provides extended service over Standard warranty which requires defective product be shipped back to the factory for repair.

Self Help Support

Self help support is provided via the Customer Support portal at <http://support.xirrus.com>:

- Knowledge Base of information
- Downloads of software releases and documents
- Online support ticket submission and tracking