



NPB Series

The VSS Monitoring Standard Support Service for Network Packet Broker (Distributed Series, Finder Series, vProtector Series, Optimizer 2400, and vBroker Series) products is available to customers who are within the warranty period of the product or who purchase a VSS Monitoring service plan. The standard warranty period is 60 months of hardware support and 12 months of software support from date of shipment. Additional plans are available for purchase beyond the support provided for the initial warranty period as well as to increase the support offered. Technical information is always available on our web site.

Telephone: +1.408.585.6800

E-Mail: tsupport@vssmonitoring.com

Website: <http://www.vssmonitoring.com>

The VSS Monitoring Technical Support team is experienced with our hardware and software. They are able to provide advice related to the installation or operation of our products that will enable you to swiftly overcome most problems, therefore minimizing downtime.

VSS Monitoring offers the following packages for support: Standard, Software, and Platinum. Every item that we produce automatically comes with the Standard (hardware support) package for the sixty month warranty period. Software support included is for 12 months and may be extended up to an additional 4 years if additional coverage is purchased.

Level of Coverage	Repair Conditions	Domestic U.S. Shipment Method	International Shipment Method	Max. Initial Response	Support Hours	Software Updates
Standard	Repair or Replace of failed product once it has been received by VSS	FedEx 3-Day	DHL Worldwide Express	1 business day	08:00 – 17:00 Pacific Time Mon-Fri	No
Software	Repair or Replace of failed product once it has been received by VSS	-	-	1 business day	08:00 – 17:00 Pacific Time Mon-Fri	Yes
Platinum	Advance Replacement of the original product by VSS	FedEx Next Day	DHL Worldwide Express	4 hours	24 hours 7 days	Yes

VSS Monitoring provides the following services with the **Standard (Hardware) Technical Support** agreement (included with all new products for a period of 60 months):

- A helpdesk reachable by phone and email from 08:00-17:00 Pacific Time, Monday-Friday
- Remote product installation support
- Product fault diagnosis and rectification of product configuration and/or hardware issues
- Standard shipping of a repaired or replacement item once the original product has been returned to VSS Monitoring and evaluated
- Recommendations for the resolution of issues

A **Software Support** agreement provides for all of the services included in the Standard Technical Support agreement, plus (included with all new products for a period of 12 months and available to purchase each year after that for up to 4 more years):

- Supply of all relevant firmware updates which VSS Monitoring releases in a given support year
- Information on any forthcoming releases of the firmware in a given support year

Note: Software support requires a valid Standard Technical Support agreement.

A **Platinum Support** agreement provides for all of the services included in the Software Support agreement (available to purchase each year for up to 5 years), plus:

- A helpdesk reachable by telephone and email 24 x 7 x 52 for immediate response to urgent issues
- Shipping of a replacement product prior to the return of the original product to VSS Monitoring

Note: Platinum support requires a valid Software support agreement for the first 5 years.

VSS Monitoring Technical Support

vInspector Series

The VSS Monitoring Support Service for vInspector Series products is available to customers who purchase a VSS Monitoring support plan. vInspector is usually purchased with a support plan. If none is purchased with the vInspector unit, manufacturing defects such as Dead-On-Arrival will be covered within 30 days of shipment. Technical information is always available on our web site.

VSS Monitoring offers the following packages for support: Standard vInspector and Platinum vInspector. Support is available for up to 5 years if coverage is purchased.

Level of Coverage	Repair Conditions	Domestic U.S. Shipment Method	International Shipment Method	Max. Initial Response	Support Hours	Software Updates
Standard vInspector	Repair or Replace of failed product once it has been received by VSS	FedEx 3-Day	DHL Worldwide Express	1 business day	24 hours 7 days	Yes
Platinum vInspector	Advance Replacement of the original product by VSS	FedEx Next Day	DHL Worldwide Express	4 hours	24 hours 7 days	Yes

VSS Monitoring provides the following services with the **Standard vInspector (Hardware and Software) Technical Support** agreement (available to purchase each year for up to 5 years):

- A helpdesk reachable by telephone and email 24 x 7 x 52 for immediate response to urgent issues
- Remote product installation support
- Product fault diagnosis and rectification of product configuration and/or hardware issues
- Standard shipping of a repaired or replacement item once the original product has been returned to VSS Monitoring and evaluated
- Recommendations for the resolution of issues
- Supply of all relevant software updates which VSS Monitoring releases in a given support year
- Information on any forthcoming releases of the software in a given support year

A **Platinum vInspector Support** agreement provides for all of the services included in the Standard vInspector Technical Support agreement (available to purchase each year for up to 5 years), plus:

- Shipping of a replacement product prior to the return of the original product to VSS Monitoring

TAPs & Accessories

The VSS Monitoring Standard Support Service for the TAP Series of products and all accessories is available to customers who are within the warranty period of the product or who purchase a VSS Monitoring service plan. The standard warranty period is 24 months from date of shipment, and includes a Standard level of Technical Support. Additional plans are available for purchase beyond the support provided for the initial warranty period as well as to increase the support offered. Technical information is always available on our web site.

VSS Monitoring offers the following packages for support: Standard and Platinum. Every item that we produce automatically comes with the Standard (hardware support) package for a twenty-four month warranty period. This may be extended up to an additional 3 years if additional coverage is purchased.

Level of Coverage	Repair Conditions	Domestic U.S. Shipment Method	International Shipment Method	Max. Initial Response	Support Hours	Software Updates
Standard	Repair or Replace of failed product once it has been received by VSS	FedEx 3-Day	DHL Worldwide Express	1 business day	08:00 – 17:00 Pacific Time Mon-Fri	Not Applicable
Platinum	Advance Replacement of the original product by VSS	FedEx Next Day	DHL Worldwide Express	4 hours	24 hours 7 days	Not Applicable

VSS Monitoring provides the following services with the **Standard (Hardware) Technical Support** agreement (included with all new products for a period of 24 months and available to purchase each year after that for up to 3 years):

- A helpdesk reachable by phone and email from 08:00-17:00 Pacific Time, Monday-Friday
- Remote product installation support
- Product fault diagnosis and rectification
- Standard shipping of a repaired or replacement item once the original product has been returned to VSS Monitoring and evaluated
- Recommendations for the resolution of issues
- Supply of all relevant firmware updates which VSS Monitoring releases in a given support year
- Information on any forthcoming releases of the firmware in a given support year

A **Platinum Support** agreement provides for all of the services included in the Standard Technical Support agreement (available to purchase each year for up to 5 years), plus:

- A helpdesk reachable by telephone and email 24 x 7 x 52 for immediate response to urgent issues
- Shipping of a replacement product prior to the return of the original product to VSS Monitoring

Note: Platinum support requires a valid Standard Technical Support agreement.

VSS Monitoring Technical Support

vMC

The VSS Monitoring Software Support Service for VSS Management Center (vMC) products is available to customers who are within the warranty period of the product or who purchase a VSS Monitoring service plan. The standard warranty period is 12 months of software support from date of shipment. Additional plans are available for purchase beyond the support provided for the initial warranty period as well as to increase the support offered. Technical information is always available on our web site.

VSS Monitoring offers the following packages for support: Software and Platinum. vMC automatically comes with the software support package for the twelve month warranty period. This may be extended up to an additional 4 years if additional coverage is purchased.

Level of Coverage	Repair Conditions	Shipment Method	Max. Initial Response	Support Hours	Software Updates
Software	Repair or Replace of failed product once it has been received by VSS	-	1 business day	08:00 – 17:00 Pacific Time Mon-Fri	Yes
Platinum	Repair or Replace of failed product once it has been received by VSS	-	4 hours	24 hours 7 days	Yes

VSS Monitoring provides the following services with the **Software Technical Support** agreement (included with all new products for a period of 12 months and available to purchase each year after that for up to 4 years):

- A helpdesk reachable by phone and email from 08:00-17:00 Pacific Time, Monday-Friday
- Remote product installation support
- Product fault diagnosis and rectification of product configuration and/or hardware issues
- Standard shipping of a repaired or replacement item once the original product has been returned to VSS Monitoring and evaluated
- Recommendations for the resolution of issues
- Supply of all relevant firmware updates which VSS Monitoring releases in a given support year
- Information on any forthcoming releases of the firmware in a given support year

A **Platinum Support** agreement provides for all of the services included in the Software Technical Support agreement (available to purchase each year for up to 5 years), plus:

- A helpdesk reachable by telephone and email 24 x 7 x 52 for immediate response to urgent issues

Note: Platinum support requires a valid Software support agreement.

Support Procedure

Should a critical problem arise, the following information should be ready to give to the VSS Monitoring Technical Support team.

- Purchasing Company Name
- Contact Name
- Return Phone Number (i.e. cell phone)
- Model Number
- Serial Number
- Email Address
- A short description of the problem including details of any error messages
- Actions taken prior to the problem occurring

Upon receipt of a support request from a customer, a support incident number will be generated and used to identify the incident. This number will be used to track the incident through to completion. The incident number should be referenced when follow-up phone calls or emails are made.

After an incident is reported, no more than one business day is allowed to investigate and respond. Should an incident require escalation, Senior Engineers and Management are available.

VSS Monitoring will close a support incident when the problem is resolved, where the customer has not been reachable for three consecutive attempts, or where an email response is expected and not received within 5 working days. Should the support incident be closed, a new incident number will be created should the same issue be reported again.

Customer Responsibilities

- The customer must use only the specified contact numbers and email addresses to contact support.
- The customer will have the necessary details available for VSS Monitoring to be able to provide an efficient support service.
- Any VSS Monitoring device that is being returned via Return Material Authorization (RMA) may only be returned in VSS Monitoring shipping containers. VSS Monitoring will send shipping containers on request. Failure to follow this requirement will void the warranty.
- Customer is responsible for shipping charges and insurance charges for any products returned to VSS Monitoring. VSS Monitoring is responsible for shipping charges of any warranty product delivered to the customer.

- The customer must attempt to answer all the support questions to the best of their ability and attempt to carry out any actions advised by the support team in order to resolve the incident as quickly as possible.

Support Exclusions

Software and data maintenance does not include the diagnosis and rectification of any fault resulting from:

- Improper use, operation or neglect of the software and data or the existing hardware.
- Operation of the software and hardware by people whom VSS Monitoring (or its certified affiliates) has not formally trained.
- Modification of the software or hardware by the customer, or its merger (in whole or in part) with any other software or hardware.
- Failure by the customer to implement and use recommendations in respect of the software, hardware, or solutions to faults previously advised by VSS Monitoring.
- Failure by the customer to implement and use any new software or firmware release provided by VSS Monitoring
- Use of Software or Firmware releases earlier than the release level currently supported.
- Any alteration or modification of the software or hardware made by any person other than VSS Monitoring, without the prior written consent of VSS Monitoring.
- The use of the software or hardware for a purpose for which it was not designed.
- Faults that cannot be reproduced.
- The use of any application or tool to modify or delete or add data on the Software, unless that application or tool has previously been approved or directed by VSS Monitoring in each case, in writing.
- The effect of lightning or any electrical fault upon the hardware.
- Failure of any network, cabling, peripheral or telecommunications equipment.

If VSS Monitoring provides services in respect of any of these matters it shall be entitled to charge for such services at its then standard rates and those services will be provided on its then standard terms.

