

TAC 24/7/365

Technical Assistance Center

OVERVIEW

Smartoptics TAC 24/7/365 service is designed to be a reliable insurance to minimize downtime of customer networks.

The service provides direct access to our team of designated support engineers who assists customers with anything from product questions to advanced troubleshooting. If required, TAC works closely with the R&D organization to provide rapid responses and effective case handling of hardware, software and optical performance issues. Included in the service is also the Software Subscription Service which provides access to the latest software as it becomes available.

The TAC team uses remote support tools with screen sharing capabilities which enables our engineers to see what the customer sees and experiences to quickly assess and pin-point problems.

The main contact interface is our web-based portal which features the ticket system, software access, documentation and knowledgebase. As soon as the customer has created a ticket, it can be tracked as Smartoptics TAC work on the case together with the customer. Smartoptics TAC 24/7/365 Hotline phone numbers are also available.

This service is delivered with the standard SLA as follows;

| Case severity | Response | Resolution | Operational hours |
|---------------|----------|------------|-------------------|
| Critical | 1 hours | 8 Hour | 24/7/365 |
| Major | 4 hours | 24 hours | 24/7/365 |
| Minor | 24 hours | 72 hours | Business hours |
| Trivial | 24 hours | 72 hours | Business hours |

ORDERING INFORMATION

| Part number | Description |
|--------------|--------------|
| TAC 24/7/365 | TAC 24/7/365 |