



Infineta Systems Customer Support

Policies and Plans

Infineta Systems Customer Support

Infineta Systems offers world-class Customer Support for the DMS product family. Infineta's highly experienced Customer Support engineers are available 24x7 to help customers install, configure, and troubleshoot DMS products. Infineta offers the following support services:

1. **Helpdesk support:** Infineta will provide support via telephone, e-mail, and the web to:
 - Answer questions regarding proper operation of DMS products.
 - Provide troubleshooting assistance.
 - Provide general information, advice and instructions in connection with the use of DMS products.
2. **Updates:** Infineta will make software updates available through its Customer Support website www.infineta.com/support.
3. **Defects:** Infineta will respond to reported defects in accordance with its response time guidelines provided below.
4. **Additional Services:** Infineta may provide additional services on a time and material basis.

Support Team

Infineta's Customer Support engineers are experts in DMS products and related technologies. They are accountable for resolving their respective customer cases. They work closely with the Infineta Engineering organization to expedite resolution and provide feedback to customers regarding their cases.

Helpdesk Support

Infineta is committed to ensuring customer satisfaction. Customers can open a case using one of the following ways:

1. **Telephone**
 - Within USA: 1-800-635-4049 Ext 101
 - Outside USA: +1-408-514-6611
2. **E-mail:** Send e-mail to support@infineta.com
3. **Web:** Create a case at www.infineta.com/support

Customers will need to provide the following information when creating a case:

- Hardware serial number
- Software version
- Description of the problem
- Priority level and impact

All cases are tracked in Infineta's online Customer Support tracking system. This system automatically assigns a case number to each case. The case is then handed to a Customer Support engineer, who may need to get additional information from the customer, such as the system configuration, log files, and network diagrams. The customer can upload the needed information to Infineta's FTP site or e-mail Customer Support. The collected information will be treated as customer-confidential and will be deleted once the case is closed.

The Customer Support engineer will determine whether the customer issue is a feature enhancement or a defect in the product. All feature enhancement requests will be tracked internally and prioritized appropriately to be included in future software releases. All defects will be evaluated and addressed by either providing suitable configuration changes, a workaround, or by escalating to the Engineering organization for detailed analysis.

The case will be closed only after getting an approval from the customer. Infineta may send a survey to the customer regarding the level of service received. Survey responses are used only internally to improve Customer Support service.

Customer Support Severity Levels

Infineta Customer Support engineers work with the customer to assign the appropriate severity for each submitted case. The severity determines the resolution and escalation goals. Severities are generally based on the impact to the customer and could change based on the outcome of the troubleshooting.

- **Severity 1 – Critical:** The operational network, or a segment of the network, is down or inoperative or major software problems exist causing critical impact to the customer's operations.

Infineta will respond to a Severity 1 case within 2 hours. Executive staff will be notified within 4 hours. Continuous efforts are made to troubleshoot the issue and deliver a solution.

- **Severity 2 – Major:** The customer is experiencing intermittent failure or performance degradation in the network or management application.

Infineta will respond to a Severity 2 case within 12 hours. Executive staff will be notified within 4 hours. Efforts will be made to deliver a solution or a workaround within 7 days.

- **Severity 3 – Minor:** Minor degradation of the operational network where a workaround is available.

Infineta will respond to a Severity 3 case within 24 hours. If a workaround is available, the defect will be fixed no later than the next major release.

- **Severity 4 – Low:** No network Impact. Most cases represent configuration assistance, misuse of product, or feature requests.

Infineta will respond to a Severity 4 case within 24 hours.

Customer Support Web Site

Infineta will create an account for each customer on its Customer Support portal located at www.infineta.com/support. The following resources are available at this location:

- Software releases and release notes
- Product documentation
- Knowledge Base
- Application notes

Updates and Defects

Infineta's customers can download software maintenance releases and software updates from the Infineta Customer Support page at www.infineta.com/support.

Infineta will make a reasonable effort to correct any reproducible defect(s) in DMS products. Customers should provide sufficient information that will help Infineta in reproducing the defect(s).

Infineta provides support for:

- The current release
- The two previous releases

Customers may be asked to upgrade the software to the current release if a defect is reported in an older software release.

Return Material Authorization (RMA)

Customers should contact Infineta Customer Support before returning any DMS units. After determining that the DMS unit is likely to be defective, the Infineta Customer Support engineer will issue (1) an RMA number, and (2) a shipping address. The customer can then ship the unit to the address provided (Infineta will pay for the shipping costs). Note that Infineta will not accept any DMS units without an RMA number. The customer must use the original or an equivalent packing box when returning the unit. The customer assumes the risk of loss or damage in transit and pays for the shipment of the DMS unit.

Infineta reserves the right to repair the DMS unit or replace it with a new or refurbished unit. An Advanced Replacement unit will be shipped as per the customer's support plan. These are described below.

Support Plans

Support Offering	Gold	Silver
Phone support	24x7	9am – 5pm PST, Mon-Fri*
Web support	24x7	9am – 5pm PST, Mon-Fri*
RMA – Advanced Replacement	Hardware will be shipped next business day**	Hardware will be shipped in 2-3 business days**
Customer portal access	Yes	Yes
On-line documentation	Yes	Yes
Download software updates	Yes	Yes

*Excluding holidays recognized by the U.S. government

** After Infineta determines that a hardware replacement is needed

About Infineta Systems

Infineta Systems is a “Big Traffic” WAN Optimization company. Infineta’s scalable, hardware-based approach to WAN optimization helps enterprises meet stringent RPO/RTO goals for critical storage traffic while reducing their WAN traffic footprint by 80%+ and at up to 10Gbps speeds. Additional information about Infineta is available at www.infineta.com.

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