

Technical Services Contracts



Support and Repair ARRIS Global Services



SERVICE OVERVIEW:

Expert. Flexible. Efficient. Our technical services and support teams are all that and more. They're your lifeline for delivering high-value services, content, and applications to your customers. With their help, you can leverage your data and digital video network assets to solve today's increasingly complex voice, data, and video delivery challenges. As a result, you'll introduce the next-generation user experiences your customers want—and reduce installation and services costs in the process. More importantly, our support programs can help you reduce the cost of acquiring and retaining subscribers and help monetize your existing network assets.

The ARRIS Technical Services team (part of ARRIS Global Services) offers intensely focused expertise for rapid resolution of technical issues with ARRIS products and their operation in your network. Our commitment to service excellence is built on a heritage of providing carrier-grade ("five 9's") products and service delivery. Your technical support is provided by committed and highly trained professionals with years of experience, backed up by state of the art local support centers, test labs and deep access to product engineering and design resources.

Services Contracts Include

- 24/7 multi-tier support
 - Help available when you need it
 - Direct access to engineers and developers for deep technical support when required.
 - Customer portal access where you can
 - Request assistance
 - View existing cases
 - Review prior cases
 - Access our extensive knowledge base of troubleshooting and operational topics
 - Software updates
 - Bug fixes pushed out as soon as available
 - Software upgrades*
 - Ensure timely implementation of the latest software improvements for optimal network performance
 - Clear escalation path for critical issue visibility
 - Various repair options available
- * Not included with Basic Support Agreement

Services Contracts Available

- Support:
 - Standard Support Agreement, includes:
 - 24/7 support
 - Customer portal access
 - Software updates
 - Software upgrades
 - Basic Support Agreement
 - 24/7 support
 - Customer portal access
 - Software updates
- Repair:
 - Next Business Day Ship (NBDS)
 - After opening an RMA with ARRIS a functionally equivalent unit is shipped by the next business day. Upon receipt you return the defective unit to ARRIS.
 - Extended Warranty
 - After opening an RMA with ARRIS a functionally equivalent unit is shipped within 30 days (US & Canada) or 45 days (international) of receipt of the defective unit.