

## System Support Service Programs

Bay Microsystems understands what matters most to you. With a full range of system support service offerings, Bay helps ensure the stability and operation of your mission critical network. Bay's service offerings provide system support for existing and emerging network infrastructures in small to global IT environments. Bay provides the people, process, and tools that you need to maximize network uptime, availability, and performance.

We offer four standard system support service programs, which can be selected based on the needs of your IT environment:

- Bronze\*
- Silver
- Gold
- Platinum\*\*

Our service offerings are flexible and can be customized to meet your operational requirements.

	BRONZE*	SILVER	GOLD	PLATINUM**
<b>Technical Assistance Center</b>				
Phone and Email Support (Hours x Days)	9 x 5	9 x 5	9 x 5	12 x 5
24 x 7 Online Customer Support Center Access	✓	✓	✓	✓
24 x 7 After-Hour Phone Support for Severity Level 1 Cases			✓	✓
Next Business Day On-site Support for Severity Level 1 Cases <i>(only available in limited markets)</i>				✓
<b>Software</b>				
Access to Patch Releases, Release Notes, and Documentation	1 Year	✓	✓	✓
Updates and Enhancements		✓	✓	✓
New Features and Functionality			✓	✓
Phone Support and Online Installation Assistance				✓
<b>Hardware</b>				
Return for Repair (Turnaround Based Upon Receipt of Hardware)	30 Days	15 Days		
Advanced Replacement Shipment (Next Business Day) <i>(based on hardware availability)</i>			✓	✓

\* Included with initial hardware purchase.

\*\* Not available in all markets.

### Customer Support Center

Bay's Customer Support Center (CSC) provides customers that have an active support service contract with 24 × 7 on-line access to:

- Software updates
- Patch releases
- Release notes
- Documentation

### Technical Assistance Center

Bay's Technical Assistance Center (TAC) provides customer access to Bay's support engineers via email or phone in support of product-related questions, troubleshooting assistance, RMA requests, and diagnostic procedures to restore and resolve your network issues. Responses to email inquiries are provided by next business day.

Phone support hours are based on service levels:

- Bronze, Silver, Gold: 9 × 5 (8AM-5PM EST, Monday-Friday; Excluding Holidays)
- Platinum: 12 × 5 (7AM-7PM EST, Monday-Friday; Excluding Holidays)

In addition, Gold and Platinum service levels offer 24 × 7 after-hour phone support for network outages (Severity Level 1).

### Hardware Warranty

A 2 year hardware warranty on all IBEx platforms is included with the original purchase. The hardware warranty period can be extended up to 3 years from the original date of purchase with the purchase of an additional support contract.

The Bronze and Silver service levels provide no advance replacement for hardware and requires equipment to be returned for repair or exchange. The turnaround time is based on the receipt of the equipment.

The Gold and Platinum service levels provides next business day shipment and advance warranty replacement for hardware failures:

- Exchange turnaround times are contingent on available stock
- Return Material Authorization (RMA) requests must be made by 3:00PM EST to ensure next business day shipment

### Support Contacts

If you have technical or support questions regarding your Bay systems, please contact:

#### Technical Assistance Center

Tel: (866) 755-0267 for U.S. Toll Free or  
(301) 944-8198 for U.S. & International

Fax: (301) 944-8150

Email: [support@baymicrosystems.com](mailto:support@baymicrosystems.com)

If for any reason one of our standard programs does not meet your needs, our system support service programs can be customized to fit your requirements.

For more information about Bay system support, training, and professional service offerings, please contact your Bay sales representative.



#### Corporate Headquarters

2055 Gateway Place, Suite 650, San Jose, CA 95110  
Tel 408 437 0400 | Fax 408 437 0410  
[info@baymicrosystems.com](mailto:info@baymicrosystems.com) | [www.baymicrosystems.com](http://www.baymicrosystems.com)

#### Contacts

For additional information or sales inquiries please contact:  
**[sales@baymicrosystems.com](mailto:sales@baymicrosystems.com)**

Some features listed in the specifications may be under development.

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