



NocNett Maintenance Service Agreement Offer Definition

Version 1.1
March 19, 2003

Computer Assets Maintenance Service Offer Definition

Document Number	
Issue Date	December 1, 2002
Current Revision Date	None
Revision History	

Service Offer Summary

Service Portfolio	Maintenance Services
Brief Service Offer Description	<p>A portfolio of services for enterprise customers.. The Computer Assets Maintenance services portfolio provides:</p> <ul style="list-style-type: none"> ▪ 24x7 support through the Computer Assets customer service: 1-877- NocNett or (support@computerassets.com) ▪ 24x7 remote technical support 1-877-NocNett ▪ a choice of on-site support from 24X7 - or 8X5 which provides dispatch of a technician and parts delivery typically, within a four hour response time ▪ Parts Plus Remote Only providing our customer with delivery of parts by next business day ▪ Remote Only offer provides for just remote technical support ▪ NocNett Call Management Plan. Provides a single point of contact for all voice, video and data, service requirements.
Prerequisites	Product must be certified as operational and remote access capabilities provided, as applicable (refer to the customer responsibilities section of this offer)
Value statement/Customer positioning	<p>Computer Assets' Maintenance Service Agreement provides:</p> <ul style="list-style-type: none"> • Technical support for operation and maintenance that is tailored to meet individual customer needs • Our remote diagnostics and technical call center technicians reduce the need to dispatch a technician • Maximum Network and System performance and uptime • Cost savings by reducing or eliminating the need for extensive investments in inventory management of spares • Highly trained technicians and engineers, including access to manufacturer expertise when necessary. • A single point of contact for all IT systems which reduces problem identification through analysis and support of all converged technologies. Reduces the issue of "finger pointing" between technologies and manufacturers.

Maintenance Simplification

Computer Assets Services has simplified the standard Post-Warranty Maintenance (PWM) agreements by minimizing the number of offers available to customers, while maximizing the client's ability to pick and choose the areas of Computer Assets maintenance support that compliment their business.

Additionally, Computer Assets will continue to provide a wealth of options in terms of the products supported by our Maintenance Agreements, including voice, video, data, server technologies, converged networks and select non-Computer Assets products as well. This positions Computer Assets as a market leader in both the simplicity and scope of our offers.

Our new portfolio consists of three options to meet the needs of all our customers. These new options are Full Coverage and Self-Maintainer Services.

Full Coverage Options includes:

- ❖ Full Coverage 24X7 and 8X5 (Onsite Critical 24X7 and On-Site Business Day 8X5)
- ❖ Full Coverage plus Software Upgrades 24X7 and 8X5.

The Computer Assets Self Maintainer Service Options include:

- ❖ Parts Plus Remote Support 24X7 or 8X5
- ❖ Remote Only Support 24X7 or 8X5

The Call Management Plan includes:

- ❖ Remote Support 24X7 or 8X5

The Computer Assets Maintenance Service Agreement covers *all* the Computer Assets supported products for all markets – providing for a single maintenance solution in a customer's communication network.

Availability

The table in Appendix B provides detail on how each of these offers are being merged and provided to customers under the new portfolio.

Note:

- ❖ **Not every service will be available for all product lines**
- ❖ **Computer Assets Maintenance services are subject to geographic and certain product restrictions. Computer Assets' Account teams or Authorized Computer Assets representative, and logistical teams should verify these services and response times before accepting specific agreements.**
- ❖ **Newly approved contracted locations require a 30-60 day sparring interval based on product and geographical location.**

Detailed Service Descriptions

The Computer Assets Maintenance Service Agreement portfolio provides basic and comprehensive coverage, Monday through Friday, 8:00 am to 5:00 pm or around-the-clock 24X7 hour coverage. In addition, to the services listed, there are other options that are available to purchase at an additional price as add-ons to the maintenance service agreement, which are outlined in the "Options" section of this document. Each level of service includes our unsurpassed remote technical support and all the other features of our Remote Only offer.

The following is an outline of each of our services provided in our offer.

Offer	Positioning – What the Offer Includes	What the Offer Does not Include	Targeted Customer
Full Coverage 24X7 and Business Day 8X5 Support	<ul style="list-style-type: none"> ❖ Remote Telephone Support ❖ Remote Diagnostics ❖ Trouble Shooting Problems Resolution/isolation ❖ Software Updates ❖ Parts replacement ❖ Dispatched on-site technician to replace defective parts or equipment 		<ul style="list-style-type: none"> ❖ Customers that want to reap the benefits of network performance and maximum uptime, and costs savings associated with: <ul style="list-style-type: none"> ❖ Not having to staff a complete technical support center ❖ Continually keeping their in-house technicians trained on the most current technologies ❖ In-house parts sparing inventory and capital overhead associated with sparing facilities

Offer	Positioning – What the Offer Includes	What the Offer Does not Include	Targeted Customer
Parts Plus Remote Support 24X7 and 8X5	<ul style="list-style-type: none"> ❖ Remote Telephone Support ❖ Remote Diagnostics ❖ Trouble Shooting ❖ Problems Resolution/isolation ❖ Software Updates ❖ Parts Plus Remote Only of replacement parts by next business day 	<ul style="list-style-type: none"> ❖ Dispatch of an Computer Assets on-site Technician ❖ See on-site support 	<ul style="list-style-type: none"> ❖ Customers who provide their own on-site support to their data customers OR self-maintainers ❖ Skilled and trained in-house technicians to: <ul style="list-style-type: none"> ❖ Perform remote diagnostics and troubleshooting ❖ Technical expertise in replacing defective parts or equipment ❖ Keep up-to-date on the technologies and products in their network
Call Management Support	<ul style="list-style-type: none"> ❖ Remote Telephone Support ❖ Remote Diagnostics ❖ Trouble Shooting ❖ Problem Resolution/isolation ❖ Parts Recommendation ❖ Can cover AVAYA ,Cisco, Radvision, Packeteer, Servers, and other select products. 	<ul style="list-style-type: none"> ❖ Dispatch of an Computer Assets on-site technician ❖ See on-site support 	<ul style="list-style-type: none"> ❖ Customers who provide their own on-site support to their data customers or Self-Maintainer ❖ Skilled and Trained in-house Technicians to: <ul style="list-style-type: none"> ❖ Perform some remote diagnostics and troubleshooting ❖ Technical expertise in replacing defective parts or equipment ❖ Maintains inventory of spares or “crash kits” ❖ Keep up-to-date on the technologies and products in their network

Full Coverage Option

Support Services

The Full Coverage Option Plan is designed for customers who need a telecommunication maintenance department without the expense of an in-house department. Computer Assets will monitor the customer's network 24/7, and provide an onsite technician, usually within 4-6 hours for all major, service affecting, outages.

Service Features

Support From	One Toll-Free number (877)-nocnett
Single Service Provider	Single Point of Contact for Logging call information Track and monitor progress of call from start to finish Dispatch On-Site as needed
Defined Coverage	Coverage Hours Twenty-Four (24) Hours Per Day, Seven (7) Days Per Week, or Business Day Computer Assets holidays included Ease and convenience of a single source solution Eliminates need for an in-house maintenance department

Self Maintenance Option

Support Services

The Self Maintenance Option is designed for customers who have their own on-site technical staff, but need troubleshooting and parts assistance.

Service Features

Support From	One Toll-Free number (877)-nocnnett
Single Service Provider	Single Point of Contact for logging call information Track and monitor progress of call from start to finish
Defined Coverage	Coverage Hours Twenty-Four (24) Hours Per Day, Seven (7) Days Per Week, or Business Day Computer Assets holidays included
Benefits	Ease and convenience of a single source solution Enhances customer's own internal support

Trouble Response Agreements

Trouble Response Agreements:

Computer Assets' nocnett department agrees to the following response and resolution times:

- Minor Trouble Response: A nocnett specialist or Engineer will create a log of the initial call within thirty (30) minutes of a service request, or in the event of an automated Minor Alarm report.
- Minor Trouble Resolution: Minor Alarms are to be resolved within two business days beginning the day the service request was logged, provided the request was logged before 12:00 PM Mountain Time. Requests logged after 12:00 PM Mountain Time will be resolved by the end of the second full business day following the request. Where technician dispatch is required, travel time will not be considered as part of the time-to-resolution period.
- Major Trouble Response: A nocnett specialist or Engineer will create a log of the initial call within fifteen (15) minutes of a service request, or in the event of an automated Major Alarm report.
- Major Trouble Resolution: Critical, service affecting, Major Alarms are to be resolved within twenty-four (24) hours of receipt of a request, provided the request was logged before 12:00 PM Mountain Time. Requests logged after 12:00 PM Mountain Time will be resolved by the end of the second full business day following the request. Where technician dispatch is required, travel time will not be considered as part of the time-to-resolution period.

nocnett Service Request Logging Process

A "Service Request" is originated by an incoming technical phone call, fax or email.

The Service Request (SR.) can be Technical or Non-Technical. Non-Technical requests are directly routed by the "CA nocnett Specialist" to the appropriate department or person. Any Technical SR. (i.e. to be solved or answered by a technical staff, including the CRC Specialist) must be logged into the nocnett support management system,"NSMS", either by the "nocnett specialist" or by a CA Engineer. The primary goal is to ensure that all SRs are logged, thus we prefer all calls to be handled by CA nocnett specialists.

For critical service requests contact our nocnett service support team at 1-877-nocnett. Once contacted our team will log the issue into our system and begin the initial technical information gathering. , the calls are directed, by the CRC Specialist, to the appropriate business unit, based on the product the request is related to.

To log the call, the nocnett specialist will get the following information from the customer:

1. Company Name
2. Requester Name
3. Product origin of the Request (including Product Release, Platform and Operating System version)

4. Criticality of the Request (Critical, Important or Inconvenient).
5. Short description of the request (up to 80 characters, can contain an internal customer reference number).
6. Long description (including any details provided by the customer).

CA Terms and Definitions.

CA Specialist

A Non-technical Customer Support Specialist, who is responsible for call tracking and solving non-technical issues.

Application Engineer

Provide specific product expertise to solve your technical questions.

Service Request Number

A reference number to be used for tracking and follow up.

PCR

Product Change Request. Submitted to R+D for further testing e.g. bug/enhancement of tool etc

CA OneLink

Computer Assets' OneLink is the on-line bulletin board system for CA customers who have a valid maintenance contract. By accessing Onelink using your own personal user name and password, customers are able to download application notes and up-to-date product information and listings of quick fixes to common problems.

To subscribe to OneLink go to: <http://www.computerassets.com> or contact your local Computer Assets Specialist who will submit the request to the nocnett OneLink team.

Computer Asset's Customer Escalation Process

Purpose

The purpose of this document is to outline the escalation procedures for customer issues. The appropriate group to receive notifications of escalations is the nocnett support services organization at 1-(877)-nocnett. This document describes the process by which customers can initiate the escalation process.

nocnett's Technical Support is responsible for and has access to any and all corporate resources available to provide a solution to a customer problem. Their mission is to provide a high quality solution to customer problems in as expeditious a manner as possible. If for any reason, a customer feels that their problem is not being given the appropriate attention or priority, the following escalation procedures should be followed.

Escalation is to be used when standard operating procedures break down in any way.

Below are the steps a customer should follow to escalate an issue:

Customer Guidelines for Escalation - How to Escalate an Issue

There may be a time that a Progress customer wishes to escalate a problem related to Progress, either because of the urgency of the problem, or because they do not feel it is being given the priority it deserves.

Below are the steps a customer should follow to escalate an issue:

Existing Open Issue with Technical Support

If you have an existing issue open that needs to be escalated, contact the nocnett support specialist that is handling the issue and ask them to escalate the call. If for whatever reason you feel this is inappropriate, contact one of the nocnett support managers* instead. The names are listed below. They will take the necessary steps to ensure that the call receives the appropriate priority and/or attention. Contacts for escalating beyond the nocnett support manager are also listed, however, the Technical Support Manager (or Team Leader) needs to be the primary contact in an escalation.

Escalation Contacts in Technical Support

The following charts outline whom to contact within nocnett technical support based on the areas of responsibility.

Main Product Areas of Responsibility	Technical Support Escalation Contacts	Telephone	E-Mail
Database Systems	Henry Malespin	877-662-6388	hmalespin@computerassets.com
LAN/WAN and convergence	Fred Salazar	877-662-6388	fsalazar@computerassets.com
Voice Systems	Rene Roque	877-662-6388	rroque@computerassets.com
Video Systems	Rick Jones	877-662-6388	rjones@computerassets.com
*Nocnett Support Manager	Larry Marquardt	877-662-6388	larrym@computerassets.com

* nocnett primary escalation contact

Computer Assets Self-Maintainer Options – For Clients Who Have Their Own On-Site Support

The following offers are complimentary to Clients who provide their own on-site support to customers. They can help those partners provide outstanding service to their customer, by utilizing Computer Assets' expertise to back up their offers.

These services do not include on-site support and same day parts replacement. ***It is critical that these service options not be positioned as low cost alternatives to full support from Computer Assets, since the costs of maintaining an inventory of spare parts, training, staffing and overhead of remote and on-site technicians, unbudgeted time and materials costs, and ensuring your customer's network is up and running at peak performance can be significant.***

It is very important to understand the specific needs of your customers, and make certain that you sell the proper level of support to ensure total customer satisfaction that meets the needs of your customer and their business.

The following are the Self-Maintainer Options available:

Parts Plus Remote Support 24X7 and 8X5

This tier of service includes next business day parts replacement as well as the benefits of Remote Only Support. The Computer Assets remote technician will provide diagnosis of the faulty device to determine the part or device causing the problem. Once diagnosed, the technician will arrange for the replacement part or device to be delivered to the customer site by next business day. The customer is responsible for physically replacing the defective part or device causing the problem.

Note: Replacement parts used will be like-for-like swap, or suitable substitution. Also, consumables (including but not limited to) cables/cable assemblies, cords, brackets, software licensing, firmware, bezels, rack mounting and other hardware kits, fuses, batteries, handles, filters, transformers, face plates, adapters, some modules, blank panels, labels, other accessories, technical documentation or other media are not covered under the Parts Plus Remote support offer. ***Currently this offer is available for data products and select messaging products.***

Call Management Support 24X7 and 8X5

Call Management Support is provided 24X7 or 8X5 for remote monitoring, remote diagnostics, problem identification, problem isolation, resolution, and maintenance help desk support for identified Computer Assets' platforms.

In addition to the remote entitlements of this offer, customers will continue to have:

- Computer Assets personnel acting as the bridge between the client and the approved manufacturers. For example: NocNett personnel will accept the initial call and then bridge the customer to the maintenance personnel for AVAYA, Cisco, Radvision, Packeteer, Servers, and other select products.
- Unlimited, free web enabled on-line support available at: support@computerassets.com, provides frequently asked questions, status of customer requests, and the ability to register a request for a callback.

Please note the following significant entitlements, are not included in Computer Assets' Remote Only Service Agreement:

Remote Only does not include:

- Any contractual agreement to provide parts. Computer Assets will work with the customer to make a recommendation for the replacement part/equipment. Any recommendation made by Computer Assets is not binding, and the customer always retains responsibility for purchasing, installing and maintaining the correct part/equipment.
- Any contractual agreement to provide on-site support. All on-site support is provided according to current policy for non-agreement customers.

Service Exclusion and Assumptions for all Maintenance Services

The following conditions are *not* covered under the Maintenance services (refer to the Service Offerings Supplements for details):

- ❖ On-Site Technical Support is not provided as part of NocNett Call Management Offer. If an Computer Assets On-Site Technical Support Contract is not purchased, and if Customer's requirements necessitate an on-site technician, Computer Assets will dispatch a field technician to Customer's site, and bill the Customer the current Time and Materials rates.
- ❖ Service includes replacement parts required for products used under normal operating conditions. For purposes of this offer, these services do not include the provision or installation of hardware upgrades or reprogramming to add additional capabilities or functionality to the Products.
- ❖ Consumables (including but not limited to) cables/cable assemblies, cords, brackets, fan/fan assemblies, some circuit packs, software licensing, firmware, bezels, rack mounting and other hardware kits, fuses, batteries, handles, filters, transformers, face plates, adapters, some modules, blank panels, labels, other accessories, technical documentation or other media are not covered.
- ❖ Repair for damages or malfunctions caused by: (1) actions of non-Computer Assets personnel or the attachment of products not supported by Computer Assets; (2) failure to follow manufacturer's installation, operation, or maintenance instructions, including Customer's failure to permit Computer Assets timely remote access to his/her product; (3) failure of products not serviced by Computer Assets; (4) abuse, misuse, or negligent acts of non-Computer Assets personnel (5) repair to products if Customer or Customer authorized party modified the product in any manner.
- ❖ *Force Majeure*: Computer Assets shall have no liability for failure in performance or damages due to: fire, explosion, lightning (data only) pest damage, power surges (power surges on voice products are covered under On-site Support) or failures, strikes or labor disputes, water, acts of God, the elements, war, civil disturbances, acts of civil or military authorities or the public enemy, inability to secure raw materials, transportation facilities, fuel or energy shortages, acts or omissions of communications carriers, unauthorized use of the products, or other causes beyond Computer Assets control whether or not similar to the foregoing.
- ❖ An Computer Assets field engineer is asked to:
 - Wait one or more hours after arriving on-site for equipment to become available for servicing
 - Remain on-site after resolution of a problem
 - Respond and provide support for equipment moves or changes

Pricing

The pricing for the new simplified services offers is based on new algorithms, released December, 2002. Please make certain that you are using a Computer Assets authorized pricing tool or process to determine your customer's price.

APPENDIX A

Customer and Computer Assets' Responsibilities - In Support of Maintenance Offers

Full Coverage Options Responsibilities (Computer Assets and Customer)

Computer Assets' Responsibilities (Full Coverage Support 24X7 and 8X5)

In addition to the responsibilities referenced above, the following are Computer Assets responsibilities for On-site Technical Support:

- ❖ Ensure that the dispatched technician and replacement product arrive at the Customer's site within the response objective time frame
- ❖ Perform fault diagnosis based on the problem identified by the Remote Technical Engineer or Customer System Expert
- ❖ Perform on-site troubleshooting
- ❖ Enable access to replacement parts across Computer Assets and multivendor product lines
- ❖ Replace field-replaceable units, when required
- ❖ Perform any tests and measurements necessary to ensure resolution of the problem

Customer's Responsibilities (Full Coverage Support 24X7 or 8X5)

In addition to the responsibilities outlined above, the following are Customer responsibilities for On-site Technical support

- ❖ Provide access to the products that enable Computer Assets to perform on-site technical support
- ❖ Provide adequate communications facilities and workspace for Computer Assets personnel
- ❖ Make authorized staff for operation and maintenance available during the entire support period

Self Maintainer Options Responsibilities (Computer Assets and Customer)

Computer Assets' Responsibilities (Parts Plus Remote Support 24X7 and 8X5)

Computer Assets will perform the following activities as part of this service:

- ❖ Provide access to replacement parts across Computer Assets and the multivendor supported product lines

- ❖ Ensure that the replacement product is shipped to arrive at the Customer's site within the contracted time frame
- ❖ Provide the Customer with Return Material instructions for the return of the faulty part to Computer Assets
- ❖ Bill the Customer at the current material rate if the Customer does not return the faulty device/component to Computer Assets within five business days from the time the Customer receives the replacement part

Customer's Responsibilities (Parts Plus Remote Support 24X7 and 8X5)

- ❖ Contact the Computer Assets Support Center for replacement of faulty component/device before 7:00 pm eastern standard time (6:00 p.m. central time, 5:00 p.m. mountain time or 4:00 p.m. Pacific time). If the call is completed after those times, the part will be shipped to arrive within 2 business days. Note: Next-Business-Day coverage does not include Computer Assets holidays
- ❖ Receive the replacement part/device
- ❖ Replace the field-replaceable hardware part/device. If the customer requires on-site assistance from a field technician, the services will be provided and billed at the current labor (time) rates
- ❖ Ship the faulty device to be received by Computer Assets within five business days of receipt of replacement device, using industry-standard material handling processes (including the use of Electrostatic Discharge or ESD preventative measures and protective packaging provided by Computer Assets for products being returned prepaid to Computer Assets) and the return procedures provided. (The customer can also ship the faulty device through a Logistics Service Provider if applicable, may vary by geographical locations.)

Computer Assets' Responsibilities (Call Management Support 24X7 and 8X5)

- ❖ Receive a Customer's trouble report
- ❖ Log a Customer's trouble ticket into the trouble ticketing system
- ❖ Accept web enabled on-line minor voice service requests
- ❖ Provide remote technical support, including remedial maintenance, and remote diagnostics to trouble shoot and isolate the problem in the device to the component or field replaceable unit level, or software component level. Provide remote monitoring through Expert Systems to include testing, analysis, and recommendations. Modem connection or other dial-up capability is required from the customer. Customer must provide a dedicated central office line, or other dial in circuit for remote maintenance administration access for each applicable and supportable system, or installed INADS line
- ❖ Computer Assets will work with the customer to make a recommendation for the replacement part/equipment. Any recommendation made by Computer Assets is not binding, and the customer always retains responsibility for purchasing, installing and maintaining the correct part/equipment
- ❖ If requested by the customer, Computer Assets will forward unresolved alarm troubles with recommendation for trouble resolution to an Computer Assets technician
- ❖ Provide Maintenance Software Permissions (MSP's) for one-time installation fee permission per system (allows access to Computer Assets proprietary software)
- ❖ Provide hardware and software with onsite labor at preferred T&M rates to initiate equipment connectivity for the purpose of alarm reporting and remote monitoring. Provided the customer is eligible for post warranty maintenance by initiating a valid Computer Assets maintenance contract.
- ❖ Resolve the trouble through remote diagnostics, a software workaround, fix, or a downloadable software update via electronic interface
- ❖ Respond to Customer requests for information on covered products

In addition, Computer Assets will:

- ❖ Respond to business day and out-of-hour requests for on-site support at preferred T&M rates with T&M response objectives
- ❖ Note: If customer has elected Agency under the Enhanced Remote Services offer, all dispatches are billable

Customer's Responsibilities (Call Management Support 24X7 and 8X5)

- ❖ Follow all of Computer Assets' installation, operation, software and maintenance instructions
- ❖ Keep Computer Assets proprietary information confidential; not disclose proprietary information to a third party
- ❖ Provide any network documentation necessary for Computer Assets to effectively deliver support
- ❖ Advise Computer Assets of all changes (additions and moves) that affect network configurations and operations
- ❖ Provide system passwords and equipment access control features required for Computer Assets to provide support under this agreement
- ❖ Provide the proper environment, electrical and telecommunications connections as specified by Computer Assets, including remote system access (dial up or equivalent)
- ❖ Provide the Computer Assets Support Center with the:
 - Computer Assets-provided Site Identification Number
 - Customer contact information
 - As applicable, the model number and serial number of the device being replaced. Provide a complete listing of model numbers, serial numbers, chassis and installed components in the chassis as required.
 - Description/severity of the problem
 - Appropriate shipping information (if required)
- ❖ Maintain a procedure external to the software programs for reconstruction of lost or altered files, data, or programs. Computer Assets will not be responsible for the cost of reconstructing data stored on disk files, tapes, memories, etc. that may be lost when remote technical services are performed.
- ❖ Inform Computer Assets about changes or upgrades in the device software
- ❖ Customer's authorized staff for operation and maintenance must be available during the support period that will have authority make decisions on the company's behalf concerning the maintenance and service support of your Computer Assets equipment/systems. The authorized staff is responsible for"
 - Approve all purchase orders or T&M invoices
 - Approve out-of-hours technical support and any associated T&M billing
 - Arrange for access at times other than your normal business hours and may include special security arrangements for Computer Assets personnel such as badges, door codes and clearances (as required)
 - Provision and maintain any remote access line required to perform remote service support. If proper remote access is not provided, additional T&M billing for all Computer Assets-provided on-site support will apply. T&M is billed at then current rates
 - If the Computer Assets technician provides part recommendation, it is the customer's responsibility to purchase the required part either through Computer Assets directly or through an authorized Computer Assets

APPENDIX B

Maintenance Services Agreements

Multi-Service Network Services Offers

Offer	NocNett Description of offer	Manufacturer Warranty Offered
Avaya Communications	All of Product Line Covered under NocNett	Yes
Cisco Systems	All of Product Line Covered under NocNett	Yes

Nortel	All of Product Line Covered under NocNett	Yes
Radvision	All of Product Line Covered under NocNett	Yes
Packeteer	All of Product Line Covered under NocNett	Yes
IBM	IBM Server Group is only area covered	Yes
Sonic Wall	All of Product Line Covered under NocNett	Yes
Minerva	All of Product Line Covered under NocNett	Yes
Belden/Panduit	All Product Supported under structured cabling warranty agreements	Yes