

Services Description Exclusive Networks Thailand

Your customers depend on the network to run their business. They demand that you provide them with a full suite of comprehensive service to ensure their network operates at the optimum. Exclusive Networks Thailand comprehensive suite of value-added service ensure you meet your customer's expectation, in the most cost-effective manner.

Professional Service Support:

The comprehensive suite of post-sales support and maintenance services from Transition ensures that you deliver the right support coverage at the right price to your customer. The support services can range from complete 24 x 7 or 8 x 5 onsite coverage to basic hardware replacement services. Transition's regional sales offices and spares depot in South Asia allows you to extend your support reach to a large geographic area.

Type of services:

- 7*24*4hrs – response via phone and email, 24 hrs. engineer onsite with sparepart
- 7*24*4hrs – response via phone and email, 24 hrs. engineer support (online/onsite)
- 7*24*4hrs – response via phone and email, 6 hrs. sparepart unit self-collection of units from EN office/Deliver to customer location.
- 5*8*4hrs – response via phone and email, Next Business Day engineer onsite with sparepart
- 5*8*4hrs – response via phone and email, Next Business Day engineer support (online/onsite)
- 5*8*4hrs – response via phone and email, Next Business Day (NBD) sparepart unit self-collection of units from EN office/Deliver to customer location.

Services Description Exclusive Networks Thailand

7*24*4hrs – response via phone and email, 24 hrs. engineer onsite with sparepart

EXN TH accepts and serves partners' requests during 7 days (Monday–Sunday) within 24 hours for 1 year agreement period. EXN TH offers loan units during defective hardware is in RMA process and onsite support from EXN TH Engineer within 24 hrs.

The 7*24*4hrs. (response) will provide service as below:

- Email and phone technical question support.
- Advances Hardware Replacement and Engineer onsite service by EXN TH
- Engineer Online and Onsite Support for Troubleshooting operational problems and carrying out advanced configuration.
- Coverage Time: 24hrs
- Coverage Days: 7day
- Coverage location: Bangkok Metropolitan area, Samutprakarn, Samut Songkhram, Nonthaburi, Pathum Thani
- Response Time: 4 hrs. via phone and email for the first time.

Professional Service Scope

- Phone call and Email technical Informational questions about the product features. (S4)
- Be able to use the Vendor knowledge database and identify and implement solutions.
- Troubleshooting operational problems and carrying out advanced configuration.
- Software upgrades or patching of software are only deemed necessary when there is a failure of the appliance, and a patch will resolve the issues.
- Coordinate with Vendor Technical Support to troubleshooting.

EXN TH reserves the right to charge for any request (online/onsite) pertaining to change of configuration, hardware upgrading and security vulnerability patching.

Services Description Exclusive Networks Thailand

7*24*4hrs – response via phone and email, 24 hrs. engineer support (online/onsite)

EXN TH accepts and serves partners' requests during 7 days (Monday–Sunday) within 24 hours for 1 year agreement period. EXN TH offers technical support from EXN TH Engineer within 24 hrs.

The 7*24*4hrs. (response) will provide service as below:

- Email and phone technical question support.
- Engineer Online and Onsite Support for Troubleshooting operational problems and carrying out advanced configuration.
- Coverage Time: 24hrs
- Coverage Days: 7day
- Coverage location: Bangkok Metropolitan area, Samutprakarn, Samut Songkhram, Nonthaburi, Pathum Thani
- Response Time: 4 hrs. via phone and email.

Professional Service Scope

- Phone call and Email technical Informational questions about the product features. (S4)
- Be able to use the Vendor knowledge database and identify and implement solutions.
- Troubleshooting operational problems and carrying out advanced configuration.
- Software upgrades or patching of software are only deemed necessary when there is a failure of the appliance, and a patch will resolve the issues.
- Coordinate with Vendor Technical Support to troubleshooting.

EXN TH reserves the right to charge for any request (online/onsite) pertaining to change of configuration, hardware upgrading and security vulnerability patching.

Services Description Exclusive Networks Thailand

7*24*4hrs – response via phone and email, 6 hrs. sparepart unit self-collection of units from EN office/Deliver to customer location.

EXN TH accepts and serves partners' requests during 7 days (Monday-Sunday) within 24 hours for 1 year agreement period. EXN TH offers loan units during defective hardware is in RMA process. Partners must pick up loan units at EXN TH Office or deliver to a customer location.

The 7*24*4hrs. will provide service as below:

- Email and phone for open case vendor support verify the RMA.
- Advances Hardware Replacement pickup by re-seller or deliver to customer location.
- Coverage Time: 24hrs
- Coverage Days: 7day
- Coverage location: Bangkok Metropolitan area, Samutprakarn, Samut Songkhram, Nonthaburi, Pathum Thani
- Response Time: 4 hrs. via phone and email.
- Response Time: 6 hrs. after verifying RMA. Pickup by the reseller or delivery to the customer's location, subject to the terms and conditions of the applicable Passport Service Contract.

Services Description Exclusive Networks Thailand

5*8*4hrs – response via phone and email, Next Business Day engineer onsite with sparepart

EXN TH accepts and serves partners' requests during 5 working business days (Monday-Friday) within business working hours (9:00AM – 5:00PM) for 1 year agreement period. EXN TH offers next business day loan units during defective hardware is in RMA process and on-site support by EXN TH Engineer.

The 8*5*4hrs. (response) will provide service as below:

- Email and phone technical question support.
- Advances Hardware Replacement and Engineer onsite service by EXN TH
- Engineer Online and Onsite Support for Troubleshooting operational problems and carrying out advanced configuration.
- Coverage Time: 8 hrs. (9:00AM – 5:00PM)
- Coverage Days: 5 days.
- Coverage location: Bangkok Metropolitan area, Samutprakarn, Samut Songkhram, Nonthaburi, Pathum Thani
- Response Time: 4 hrs. via phone and email.

Professional Service Scope

- Phone call and Email technical Informational questions about the product features. (S4)
- Be able to use the Vendor knowledge database and identify and implement solutions.
- Troubleshooting operational problems and carrying out advanced configuration.
- Software upgrades or patching of software are only deemed necessary when there is a failure of the appliance, and a patch will resolve the issues.
- Coordinate with Vendor Technical Support to troubleshooting.

EXN TH reserves the right to charge for any request (online/onsite) pertaining to change of configuration, hardware upgrading and security vulnerability patching.

Services Description Exclusive Networks Thailand

5*8*4hrs – response via phone and email, Next Business Day engineer support (online/onsite)

EXN TH accepts and serves partners' requests during 5 working business days (Monday-Friday) within business working hours (9:00AM – 5:00PM) for 1 year agreement period. EXN TH offers next business day technical support by EXN TH Engineer.

The 8*5*4hrs. (response) will provide service as below:

- Email and phone technical question support.
- Engineer Online and Onsite Support for Troubleshooting operational problems and carrying out advanced configuration.
- Coverage Time: 8 hrs. (9:00AM – 5:00PM)
- Coverage Days: 5 days.
- Coverage location: Bangkok Metropolitan area, Samutprakarn, Samut Songkhram, Nonthaburi, Pathum Thani
- Response Time: 4 hrs. via phone and email.

Professional Service Scope

- Phone call and Email technical Informational questions about the product features. (S4)
- Be able to use the Vendor knowledge database and identify and implement solutions.
- Troubleshooting operational problems and carrying out advanced configuration.
- Software upgrades or patching of software are only deemed necessary when there is a failure of the appliance, and a patch will resolve the issues.
- Coordinate with Vendor Technical Support to troubleshooting.

EXN TH reserves the right to charge for any request (online/onsite) pertaining to change of configuration, hardware upgrading and security vulnerability patching.

Services Description Exclusive Networks Thailand

5*8*4hrs – response via phone and email, Next Business Day (NBD) sparepart unit self-collection of units from EN office/Deliver to customer location.

EXN TH accepts and serves partners' requests during 5 working business days (Monday-Friday) within business working hours (9:00AM – 5:00PM) for 1 year agreement period. EXN TH offers loan units during defective hardware is in RMA process. Partners must pick up loan units at EXN TH Office or deliver to a customer location.

- Email and phone for open case vendor support verify the RMA.
- Advances Hardware Replacement pickup by re-seller or deliver to customer location.
- Coverage Time: 8 hrs. (9:00AM – 5:00PM)
- Coverage Days: 5 days.
- Coverage location: Bangkok Metropolitan area, Samutprakarn, Samut Songkhram, Nonthaburi, Pathum Thani
- Response Time: 4 hrs. within business working hours via phone, email.
- Response Time: Next business day after verifying RMA. Pickup by the reseller or delivery to the customer's location, subject to the terms and conditions of the applicable Passport Service Contract.

Services Description Exclusive Networks Thailand

Definition of service requests' priorities

To ensure that all customer maintenance and support problems are reported and evaluated in a standard format by the Partner and customer, four (4) problem severity levels have been established, and they will coincide with the priority levels. These severity levels will assist the Partner and Transition in allocating the appropriate resources to resolve problems and use a common classification system that facilitates all action plans and decisions. The order of priority levels begins from the most severe system breakdown (Critical, Priority 1) to High assistance, medium assistance, and Low routine support with no impact on the customer day-to-day operations (Low, Priority 4).

Severity 1: Critical Case

End User's network or a major business application is down, causing a critical impact to business operation if service is not restored quickly.

Severity 2: High

End User's service is not down but network or a main business application is severely degraded with a significant impact to business operations.

Severity 3: Medium

Network functionality is noticeably impaired but most business operations continue with medium business impact to customer. Network functionality is noticeably impaired, but most business operations can continue. These issues have either medium or low business impact to business operations.

Severity 4: Low (Default in helpdesk Ticketing system)

Network functionality is loosely impaired, or End User requires information or assistance on product capabilities, system installation or configuration. These ordinary issues have a very low business impact to customer business operations.

Technical Service Response Timeframe

Severity/Priority	Transition action based on Ensure contract with customer
S1 (Critical)	Response within 4 hrs. and within 8 hrs. Engineer onsite/remote
S2 (High)	Response within 4 hrs. and within 24 hrs. Engineer onsite/remote
S3 (Medium)	Response within one working day
S4 (Low)	Response the NBD

Location

Bangkok Metropolitan area, Samutprakarn, Samut Songkhram, Nonthaburi, Pathum Thani

Services Description Exclusive Networks Thailand

Terms & Conditions for Professional Service Support

- Vendor Maintenance Requirements: Product vendors must hold a Valid Vendor Maintenance Support agreement or an Exclusive Networks Passport Contract to qualify for support services.
- Unsupported Products and Services Exclusive Networks does not provide support for products or software classified as End of Life (EOL) or End of Technical Support (EOTS).
- The Service Level Agreement (SLA) defines an incident as an event or occurrence that is unusual, unexpected, or potentially disruptive to normal operational conditions.
- The Service Level Agreement (SLA)
 - 24x7 Support is available 24 hours a day, 7 days a week, including weekends and public holidays.
 - 8x5 Support is available Monday to Friday from 9:00 AM to 5:00 PM (business hours), excluding weekends and public holidays.
 - 4-hour response time specifically refers to the initial response (first response) timing, calculated from the moment a case is opened in the web open case portal www.enthsupport.com
 - For the 8x5 Service Level Agreement (SLA), any request received after 4:00 PM will be processed on the next business day.
 - Engineer onsite is calculated from the moment the Exclusive Networks engineer verifies the issue.
 - hardware loan or hardware replacement begins timing from either the event of hardware failure and vendor endorsement of the Return Materials Authorization (RMA), or when an Exclusive Networks engineer confirms the necessity of hardware replacement.
- Compliance with the SLA for hardware replacement and Engineer Onsite may be suspended if the associated software version is classified as End of Life (EOL).
- Support excludes the following services: Installation, re-location, new or change configuration, migration, or upgrade services associated with the initial delivery of products. Implementation of subsequent updates, upgrades, hotfixes, or patches.
- Documentation Limitations: Preparation or delivery of necessary information documentation outside of the existing official documentation is excluded from the support services.
- Deployment and Configuration Restrictions: Support is not provided for products that are not deployed in configurations explicitly designated as support.
- Product Procurement Requirement: Support is exclusively available for products procured directly from Exclusive Networks. Products obtained from other sources are not eligible.
- Third-Party Product Exclusion: Exclusive Networks provides support solely for products from its own vendor portfolio. Support does not extend to third-party products, including but not limited to Installation, configuration, and maintenance of third-party products.