

ServPak



Extended Service, Support & Warranties for Enhanced Investment Protection

At Proxim Wireless, it is our mission to offer service and support options that go above and beyond normal warranties to allow you the flexibility to provide the quality of service that your networks demand.

Proxim Wireless offers a valuable support program called ServPak. ServPak is a program of enhanced service options that are offered in three different bundles to meet your specific needs. Whether your requirement is around the clock technical support or advance replacement service, we are confident that the level of support provided in each service in our portfolio will exceed your expectations.

Technical support is provided free for the entire time the product is covered by a Proxim warranty. Beyond this period, Technical Support is available at cost on a per incident basis. Customers who purchase Servpak will be provided unlimited technical support for the duration of the ServPak contract with no additional costs.

Pay As You Go Support Services

- Pay per support of each technical incident
- Detailed pricing can be found [online](#) - [US](#) / [A4](#)

Professional On-Site Services

- Pay per scope of work agreement
- Quotations will be given on a case to case basis
- All requests are subject to approval from Proxim Wireless
- For more information, please take a look at our Professional On-site Services [brochure](#)

Bundled ServPak Plan Options

All ServPak service bundles are sold as service contracts that provide coverage for specific products from 1 to 3 years. Servpak bundles are considered an upgrade to the standard product warranty and not an extension.

All Plans Include	ServPak Plus	ServPak Prime	ServPak Elite
24x7 Basic Technical Support	Basic Advanced Replacement (Two business day/International economy shipment service)	Priority Advanced Replacement (Next business day/International priority shipment service)	Priority Comprehensive Advance Replacement (Next business day/International priority shipment service)
8x5 Advanced Technical Support		24x7 Advanced Technical Support	24x7 Advanced Technical Support
Software Maintenance		PVES & PV NMS Technical Support	PVES & PV NMS Technical Support
Access to Knowledge Base			Post-Installation Optimization
			50% discount on Onsite Technical Support & Services

Additional Information on ServPak Options:

Advanced Replacement of Hardware

In the event of a hardware failure, our guaranteed turnaround time for return to factory repair is 30 days or less. Customers who purchase this service are guaranteed replacement of refurbished or new hardware to be shipped out within one or two business days, as applicable. Options are available for shipment services depending on the customer's support needs. Hardware is shipped on business days, Monday – Friday excluding Holidays, 8:00 AM – 3:30 PM Eastern Time.

Comprehensive Advanced Replacement of Hardware

In addition to ServPak Prime options, in the event of a hardware failure, Proxim will repair or replace the failed product for any reason, other than vandalism.

7x24x365 Availability

Unlimited, direct access to technical support engineers 24 hours a day, 7 days a week, 365 days a year including Holidays.

8x5 Availability

Unlimited, direct access to world-class technical support engineers 8 hours a day, 5 days a week, Monday through Friday from 8:00AM - 5:00PM Pacific Standard Time.

Basic Technical Support

Customers who purchase this service can be rest assured that their call will be answered by Proxim's Tier 1 technical support and a case opened immediately to document the problem and provide initial troubleshooting to identify the solution and resolve the incident in a timely manner.

Advanced Technical Support

In addition to Proxim's world-class Tier 1 technical support, customers will be able to have their more complex issues escalated to our world-class Tier 3 technical support engineers. Our Tier 3 engineers will review specific configurations to troubleshoot intricate issues and will also provide helpful insights regarding Proxim's products and various tips from decades of collective experience in the wireless industry.

Software Maintenance

It's important to maintain and enhance security and performance of wireless equipment and Proxim makes this easy by providing a Software Maintenance program that enables customers to access new feature and functionality rich software upgrades and updates. Customers will also have full access to Proxim's vast knowledgebase of technical bulletins, white papers and troubleshooting documents.

Post-Installation Optimization

You can consult with our technical support engineers to enhance performance and efficiency of your network. Post-installation optimization services include:

Review frequencies to select best possible channel

- Review Modulation, Channel Bandwidth, MIMO, and WOPR settings to optimize throughput and link quality
- Review Satellite Density & TPC/ATPC settings
- Assistance with Bandwidth controls
- Assistance with QoS, RADIUS, and VLAN settings on Proxim equipment

To learn more about ServPak options or for pricing information, contact us at ServPak@proxim.com