



# Product Portfolio

## Technical Support & Services



### TNCare ENHANCED

The TNCARE-ENHANCED support package can be purchased as an option to provide additional support services.

Customers with the enhanced level of support will have access to live phone support from 7am to 5:30pm US Central Time along with E-Mail access to Support Technicians.

TNCARE-ENHANCED customers will have access to Installation User Manuals, Tech Notes, and firmware upgrades for products with an active hardware warranty through the TNCARE Customer Support website.

- Free access to installation guides, user manuals & Tech Notes
- Firmware upgrades
- E-Mail access to Support Technicians, from 7am to 5:30PM US Central Time
- Live phone support from 7:00AM to 5:30PM US Central Time

### TNCare PREMIER

The TNCARE-PREMIER support package can be purchased as an option to provide the ultimate in software and support services.

While providing the services included in the TNCARE-ENHANCED package, TNCARE-PREMIER adds 24 hour/7days a week live phone access to Support Technicians that can remotely access, troubleshoot, and correct network issues.

TNCARE-PREMIER customers will have access to Installation User Manuals, Tech Notes, and firmware upgrades for products with an active hardware warranty through the TNCARE Customer Support website.

- Free access to installation guides, user manuals & Tech Notes
- Firmware upgrades
- E-Mail access to Support Technicians, from 7:00AM to 5:30PM US Central Time
- Live phone support 24 hour/7days a week
- Remote access, troubleshooting, and issue correction

# TRANSITION NETWORKS®

## Hardware Support Products

All Transition Networks products have a hardware warranty that is included in the price of the product. The hardware warranty provides repair or replacement of defective hardware within 20 business days. The length of the included warranty varies depending on the product classification.

### Lifetime Warranty Classification

Products in this classification include media converter products, enterprise Ethernet switches, environmentally hardened Ethernet switches, network interface cards, SFPs, modular media converter systems, and power supplies for these products.

### 5 Year Warranty Classification

Products in this classification include our intelligent network interface devices (S3280 series, S4140 series, S4212, and S4224) the PacketBand, MediaBand, DataBand, and Liberator Series products.

### Firmware Upgrades

Products with either an active included warranty or extended warranty are entitled to firmware/software upgrades as they become available.

Additional hardware support products are available to protect your investment and extend or enhance the level of hardware support available.

### TNCARE Extended Hardware Warranty

Once the included hardware warranty expires, extended warranties can be purchased to continue warranty coverage. Extended warranties are purchased for specific equipment that is identified by serial number. Products covered by extended warranties receive the same repair and replace treatment as products under the included warranty, repair or replacement within 20 business days.

### TNCARE Fast Hardware Replacement Service

The Fast Replacement service reduces the time it takes to get warranty replacement products in your hands. With this service, once a product has been determined to need replacement by one of our support technicians, a replacement product is shipped within one business day to arrive as quickly as possible, eliminating the up to 20 business days associated with a normal warranty repair. Products covered by the Fast Replacement service must be under warranty, and the service is purchased for specific equipment that is identified by serial number.

## Training and Consulting Services

### TNCARE Online Consulting Service

On Line Consulting is available to remotely assist with configuration, provisioning, and other implementation tasks, troubleshoot network issues, or to analyze network performance and make improvement recommendations. Remote network access is required to utilize this service. On Line Consulting is purchased by the hour.

### TNCARE On-Site Consulting Service\*

On site consulting services are available to assist with network designs, configuration, provisioning, and other implementation tasks. On Site Consulting is purchased per single trip engagement and includes all travel and expenses incurred by the service consultant\*. All days purchased must be used consecutively for a single trip. Consultants are available to discuss your specific project tasks and provide estimates on the amount of time required for completion.

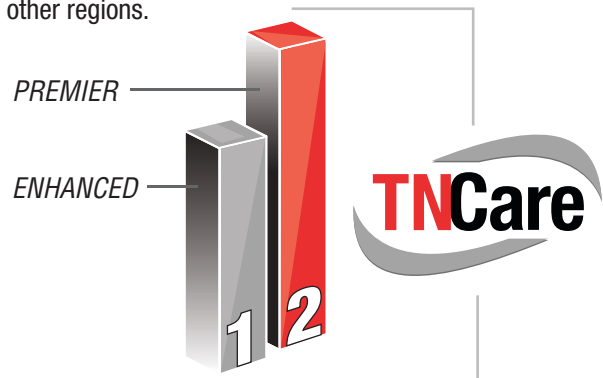
### TNCARE Online Training

Online Training is available to train your technicians on specific topics related to the installation, configuration and maintenance of your Transition Networks equipment. An interactive Webinar format is used to convey training topics and provide verbal interaction with the instructor. Online Training is purchased by the hour and can be customized to include instruction on the topics of your choice.

### TNCARE On-Site Training\*

On Site Training is available to train your technicians on the installation, configuration, and maintenance of your Transition Networks equipment. On Site Training is purchased per single training class and includes all travel and expenses incurred by the instructor. All days purchased must be used consecutively for a single class. Training can be customized to include the topics and equipment used at your facility. Training classes are limited to 20 students to ensure an effective class.

\*Travel and expenses incurred by the service consultant are included in the United Kingdom, continental US and Canada. Additional charges will apply for mainland Europe and other regions.





TNCare Technical Support			
Applicable Products		TNCARE-E-TIER-X	TNCARE-P-TIER-X
Carrier Class Products Including: S3280x, S4140, S4212, S4224, INDURA PacketBand, MediaBand, DataBand & Liberator		TNCare - ENHANCED Service & Support	TNCare - PREMIER Service & Support
Web Support			
Access to product manuals		Yes	Yes
Access to tech notes		Yes	Yes
Live Web chat with Technical Support Engineers			Yes
Email Support			
7:00am-5:30pm Monday-Friday Central US Time Email access to technical support engineers provided for all Transition Networks products		Yes	Yes
Phone Support			
7:00am-5:30pm Monday-Friday Central US Time live phone support with translation services		Yes	
24 x7 live phone support with translation services			Yes
Post-Sales Support (Professional Services)			
Remote diagnostics and troubleshooting (requires network access)			Yes

Hardware Support			
Applicable Products			
Included Warranty 5 Years: S3280x, S4140, S4212, S4224, PacketBand, MediaBand, DataBand, Liberator Included Lifetime Warranty: INDURA			
Hardware Warranty	Part Number	Coverage	Duration
Repair or replacement of defective hardware within 20 business days, for the included hardware warranty period from date of purchase		Per Device	Included Warranty Period
Optional Hardware Warranty Extension	Part Number	Coverage	Duration
Extends warranty coverage after the included warranty expires	TNCARE-CLASS-#-EXTW-1	Per Device	1 Year
	TNCARE-CLASS-#-EXTW-3	Per Device	3 Years
	TNCARE-CLASS-#-EXTW-5	Per Device	5 Years
Advance Hardware Replacement	Part Number	Coverage	Duration
Replacement product shipped within 1 business day	TNCARE-FAST-#-1	Per Device	1 Year
	TNCARE-FAST-#-2	Per Device	2 Years
	TNCARE-FAST-#-3	Per Device	3 Years
	TNCARE-FAST-#-4	Per Device	4 Years
	TNCARE-FAST-#-5	Per Device	5 Years

TNCare Consulting & Training		
Consulting Services	Part Number	Duration of Support
Online consulting services, remote management		
	TNCARE-PROSVC-ONLINE	Per Hour
On-Site consulting Services Consecutive Days, Single Trip	TNCARE-SVC-ONSITE-1	One 8 Hour Day
	TNCARE-SVC-ONSITE-2	Two 8 Hour Days
	TNCARE-SVC-ONSITE-3	Three 8 Hour Days
	TNCARE-SVC-ONSITE-4	Four 8 Hour Days
	TNCARE-SVC-ONSITE-5	Five 8 Hour Days
Training Services	Part Number	Coverage
Online training  Provides 1 8 hour day of On-site training	TNCARE-TRNG-ONLINE	Per Hour
	TNCARE-TRNG-ONSITE-1	One 8 Hour Day
	TNCARE-TRNG-ONSITE-2	Two 8 Hour Days
	TNCARE-TRNG-ONSITE-3	Three 8 Hour Days
	TNCARE-TRNG-ONSITE-4	Four 8 Hour Days
	TNCARE-TRNG-ONSITE-5	Five 8 Hour Days