

# With RAD Support Service Packages You and Your Network Can Rest Easy



**RAD networking solutions are designed and engineered for smooth installation and uninterrupted service for the life of the product.**

To enhance customer satisfaction, RAD offers service and support assistance through a network of more than 250 highly professional RAD partners, located in more than 100 countries. These partners serve as the immediate point of contact for all inquiries about installing, configuring and operating RAD products. They can help you choose a RADcare™ service package that fits your specific requirements.



#### **Benefit from these RADcare features**

- Software update downloads
- 24-hours, 7-days-a-week emergency phone support
- Extended hardware warranty
- Hardware dispatch within the next business day
- Engineer dispatch from your local certified partner within 4 – 8 hours or from RAD headquarters within 2 business days



**data communications**

Innovative Access Solutions

# RADcare Service Packages

RAD customers can benefit from enhanced support services by subscribing to one of the RADcare packages described below. Service options include download access from the RAD database, and four levels of interactive support packages provided by RAD partners and backed by RAD Technical Support staff at company headquarters.

	Software Download 1	FAQ Database 1	Extended Warranty 2	8 x 5 Phone Support 3,4	24 x 7 Phone Support 5	NBD Shipment of Spare Parts 6	On-site Support 7	On-site Spares 8
<b>Basic</b>	✓	✓	✓	✓				
<b>Extended</b>	✓	✓	✓	✓	✓			
<b>Advanced</b>	✓	✓	✓	✓	✓	✓		
<b>Premium</b>	✓	✓	✓	✓	✓	✓	✓	✓

**Notes:**

1. Directly from RAD database
2. The standard hardware warranty is extended after the expiration of the initial term.
3. Remote software implementation service via RAD local certified partner
4. Via RAD local certified partner
5. Via RAD local certified partner with 24 x 7 backup from RAD HQ
6. Upon approval by RAD Technical Support or a RAD local certified partner, RAD will ship a spare part from the closest depot to you on the next business day. Arrival time depends on external factors such as customs and international shipping.
7. Upon approval by RAD Technical Support or a RAD local certified partner, a RAD local certified partner would dispatch a technician for on-site technical support. If the problem is not solved within 2 business days, RAD will dispatch a RAD engineer on-site.
8. On-site spares are provided on consignment basis, subject to volume limitations.

## Online eSupport System

The RADcare program includes access to RAD's online eSupport center. The simple, user-friendly system is divided into the Technical Information Center (TIC) and the Technical Assistance Center (TAC), and offers the following tools and services:

- Software downloads
- Frequently asked questions (FAQs)
- Technical updates
- Trouble-ticket entry and tracking (read-only access to cases opened via RAD local partners under the customer's account/project listing)

## On-demand Services

RADcare also offers complementary professional services referred to as on-demand services. These include site surveys, product demonstrations, RADview network management system installation, on-site troubleshooting, on-site installation support, on-site training, and commissioning.

For a price quote or more information about RADcare packages, contact [support@rad.com](mailto:support@rad.com), or visit the following Web site: [www.rad.com/radcare](http://www.rad.com/radcare)

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