

# Partner Premium Support



Ruckus Wireless offers quality, knowledgeable, responsive worldwide technical support for its Smart Wi-Fi systems.

To augment its own support capabilities, Ruckus Wireless teams with qualified and highly-skilled distributors and resellers who offer end-user support.

These support partners provide Level 1 and/or Level 2 support services to end users, using support engineers who have been trained and certified on Ruckus Wireless products.

Ruckus offers two support plans to customers: Premium Support and Software Support. These plans are available to augment the limited Lifetime Warranty included with most Ruckus Wireless ZoneFlex products.

Premium support delivers access to an online knowledge base, complete documentation and user forums. In addition, Ruckus Wireless technical support professionals are available via:

- Phone
- E-mail
- Support Web

Through the Support Web, Ruckus Wireless makes the latest software updates available to customers<sup>1</sup>. Software updates include bug fixes and maintenance releases.

Premium Support customers receive access to software upgrades for the products they purchased as well as invitations to participate in Beta programs.

Premium Support customers are also entitled to advanced hardware replacement if required.

Software Support customers are able to receive upgrades as well as bug fixes to the software accompanying the applicable hardware purchased.

For more information or to purchase a Support Plan, contact your Ruckus Wireless reseller or representative.



## How can we help?

### SUPPORT SUMMARY

SUPPORT PACKAGE	Software Support	Premium Support
Level 3 Phone Support	No	24x7
Support Web	No	Yes
E-Mail Support	No	Yes
Hardware Advanced Replacement	No	Yes
Support Forum	No	Yes
Software Updates	Yes	Yes
Software Upgrades	Yes	Yes





## Level 3 Phone and E-mail Support

Technical support from a Ruckus Technical Support Engineer is available via phone or email. Telephone calls are answered by a customer service agent who collects initial information and assesses the urgency of the situation. After-hours telephone calls are forwarded to an English-speaking answering service, and a Ruckus Technical Support Engineer will respond within 30 minutes from receipt of the call.



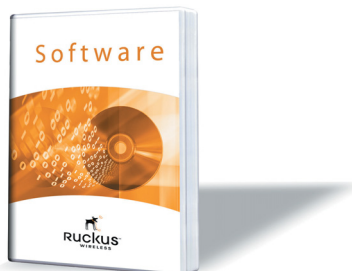
## Do-It-Yourself with Ruckus Web Support

Ruckus Web support at <http://support.ruckuswireless.com> contains comprehensive product information including manuals, technical documentation, and software updates. Some of this information is publicly available but some of the content is offered only to support customers. Support customers may be proactively notified via email when new content is posted.



## Hardware Replacement

In the unlikely event of a hardware failure, Premium Support customers may receive a replacement unit in advance of return shipment. All returns must be authorized and assigned RMA numbers in advance by a Ruckus Technical Support Engineer. Premium Support customers must ship failed unit(s) to Ruckus within fifteen (15) calendar days from the date of receipt of replacement product(s). Ruckus reserves the right to bill for units not shipped within this time. The replacement unit may be refurbished or new, at the option of Ruckus Wireless.



## Software Updates and Upgrades

Bug fix and maintenance releases, and accompanying documentation are available via the Ruckus Support Web Site. Premium Support and Software Support customers will be further provided with software upgrades for the applicable hardware originally purchased for the term of the contract.

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