

2005

WARRANTY, LICENSE AGREEMENT AND TECHNICAL
SUPPORT GUIDE

Xtreme Networks, Inc. (USA)

*Warranty, License Agreement
& Technical Support Guide*

XTREME NETWORKS, INC (USA)

Warranty, License Agreement & Technical Support Guide

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Manufacturer is Xtreme Networks, Inc 15327 NW 60 Ave, Suite 255. Miami, Fl. 33014.

Technical Support

If problem arise you should be able to reach our support staff in several ways.

In the Americas continent:

By phone: 1-305-826-4727 option 2

By email: support@xtremenetworks.biz please put in the subject line your phone number.

In Europe:

By phone: 34 902 474 484

By email: europa@xtremenetworks.biz please put in the subject line your phone number.

In order to efficiently handle every single customer complain we need to document in detail their problems. That's why we use a trouble ticket system. Help us expedite your issues, following these simple tips.

- Have your contact phone number ready!, if this is your first time call to Xtreme , be prepare to give your company information to the tech support specialist. He will need to create your company profile in the system otherwise just give him your phone number and he will be able to pull up your company information and your switch information.
- Once the ticket is open you will be able to measure the importance of each one of them based on severity. Here is the severity table:
 - Severity 1: System Crash, System Down, unable to place calls, systems unable to register.
 - Severity 2: Users have configurations questions, Need help with plan rates*, New versions upgrades. (* Remember if the plan rates are not correct users would not be able to place calls.)
 - Severity 3: Upgrades, enhancements features, cosmetic issues, web interface issues.

What is cover under free technical Support?

- Initial walk trough of the web interface.
- Initial Setup of the Switch.
- Problems with protocols.
- Problems with the web interface.
- Problems with loading files.
- Voip client's registration problems.

What is not covered?

- Configuring 3rd party routers or gateways, we can give samples configurations if customer asks for it.
- Troubles shoot their network, but we need to make sure there is not a problem with our switch.
- Help customer create their business plan.
- Modification or customization of the software.

What will not be tolerated by an Xtreme Employee?

As we all know how frustrating it might be at times getting support it does not grants you the right to use profane language to any representative of Xtreme Networks, Inc. The tech support staffs are train professionals that are in that position to help you as much as possible, give them the respect they need.

Thank you for giving us the opportunity to on your network backbone.

Luis Mata.

President