



Customer Support Services

Airspan offers its customers a choice of three support services ranging from a post-warranty Equipment Repair or Replacement service to a full 24x7 technical support service provided by Airspan's experienced technical team. Airspan can tailor its support services to work with each customer's existing organisation and processes.



Warranty-Extension

Warranty-Extension service commences at the end of each Product's warranty period and the customer benefits from continuity by Airspan providing its Equipment Repair or Replacement service and technical support during office hours.

The service can be purchased for up to 5 years. Airspan will also provide additional ad-hoc services.

AS Plus

AS Plus covers all products from the time they are delivered, providing around the clock support to customers operating mission critical networks needing 24x7 cover by our specialist team. The AS Plus service can be tailored for medium to large network deployments or network operators who do not have a support infrastructure in place.

The AS Plus service includes the Warranty-Extension service.

AS Premium

AS Premium is an all-inclusive service offering from Airspan. In addition to the AS Plus services, we include on site support for training, troubleshooting, network modelling and planning to support the customer through their network roll out or future expansion.

Airspan will work with the customer to establish a remote network connection to the equipment's Management system. In the event of any network problems, Airspan could utilise this connection to resolve the issue promptly.

Other exclusive services provided include the unlimited email support, free software upgrades, and a local equipment rota-pool for fast R&R turn round; typically 24 hours rather than 60 days.

The AS Premium service includes both the Warranty-Extension service and the AS Plus service.



Warranty-Extension, AS Plus and AS Premium

Services	Warranty-Ext	AS Plus	AS Premium
W.1 Regional Help Desk (NA/Europe/Asia 9am-5pm)	•	•	•
W.2 Email Support (within 48 hours) (up to 15/mth)	• (up to 30/mth)	• (Unlimited)	•
W.3 Equipment Repair or Replacement with 30 day turnaround time (excl. shipping)	•	•	•
W.4 Software Maintenance Releases	•	•	•
S.1 24x7 Hotline	C	•	•
S.2 Technical Escalation Process	C	•	•
S.3 Equipment Feature Releases	C	•	•
S.4 Quarterly Issue Report	C	•	•
S.5 Tool rental (Analyser, Power Meter, etc.)	C (up to 1 week)	• (up to 4 weeks)	•
P.1 Enhanced Email Support (within 12 hours)	C	C (Unlimited)	•
P.2 Monthly Issues report	C	C	•
P.3 Management Escalation Process	C	C	•
P.4 Equipment Rota pool	C	C	•
P.5 Test Equipment Calibration	C	C	•
P.6 NMS Software Feature Release	C	C	•
P.7 On-Line Support	C	C	•
P.8 FOC 10 days On-Site and Professional Services (consultation, training, troubleshooting, Network analysis etc)	C	C	•

- Service is included in AS Plus fees.
- C Service will be provided by a separate agreement and is chargeable.

Description of Services

W.1 Regional Help Desk

Regional Help Desk support comprises telephone support in response to a Customer's questions or issues raised via the call centre. Regional Help Desk support is provided during normal local office hours of the applicable Regional Help Desk centre.

Airspan provides Regional Help Desk support to each customer from one of

the following three locations: (i) Regional Help Desk centre located at Airspan's office in Boca Raton, Florida, USA; or (ii) Regional Help Desk centre located at Airspan's office in the Philippines; or (iii) Airspan's call centre in the U.K.

W.2 Email Support:

Email enquiries submitted to Airspan's technical support team will be addressed during normal office hours on a first come first served basis. Depending on the workload, Airspan will provide a reply

as soon as possible and its goal is to reply within 48 hours (excluding weekends).

Emails should be submitted using Airspan's online e-mail template that generates a unique email reference number for tracking purposes. This should be quoted in subsequent email correspondences with Airspan on the topic.

W.3 Equipment Repair and Replacement

Airspan will repair or replace hardware that becomes defective during normal use.

Airspan recommends that each customer keeps adequate spares inventory for emergency use or subscribes to the Premium service package. The customer is responsible for the shipping costs to Airspan and Airspan will pay for the return shipment. Normal R&R service will take 60 working days from receipt by Airspan, excluding the return shipping time. The customer must adhere to Airspan's RMA procedures for returning faulty equipment, otherwise unnecessary delay or extra administrative charges could be incurred. There are no replaceable service items in Airspan's products and any unauthorised or attempted repair will render a unit ineligible for this service.

W.4 Software Maintenance Release

Airspan will supply software maintenance releases to the Customer without charge. Airspan will notify the Customer when an applicable software maintenance release is available.

A software maintenance release will consist of a software CD and a Product Bulletin detailing the changes made, and the procedure to perform. Customers may choose to call the Airspan Help Desk to support them during the update process. Additional on site support of such activity is chargeable at the standard rate.

S.1 24x7 Hotline

This hotline telephone service provides for customers to obtain around the clock support from Airspan's technical team. When a customer calls the hotline number the call centre operator will request the AS Plus account number for this service. Once the account number is authenticated, the operator will gather the customer's details and a brief description of the problem. The initial call should last no more than 5 minutes.

S.2 Technical Escalation Process

Airspan has a team of experienced technical managers who can proactively assist in managing network problems from the start through to a satisfactory conclusion. The manager will escalate the issue to more senior technical support when required in accordance with Airspan's procedures, a copy of which will be provided to the customer. The engineer may decide to send an engineer to site, coordinate a network outage for upgrade, and/ or organise faulty equipment replacement.

S.3 Software Feature Release:

Airspan will supply software feature releases to the Customer without charge under the AS Plus service agreement.

Airspan will notify the Customer when an applicable software feature release is available. In general, a major software release is called the Equipment Feature Release and a maintenance release is called a Point Release.

Airspan will provide a software CD and a Product Bulletin detailing the changes made, and the procedure to perform. Customers may choose to call the Airspan Help Desk to support them through the update process. On site support of such activity is chargeable at the standard rate.

S.4 Quarterly Issue Report

Airspan operates a call tracking database where each issue raised through its call centre will be logged and handled by the technical support team. Every quarter, Airspan will provide a summary report of the issues raised detailing the status and progress made, the number of Help Desk call logged, email correspondence received and the quality of issues raised. Airspan may also provide recommendations on network layout, upgrade program outstanding and training schedule availability.

S.5 Tool Loan / Rental

Airspan's customer service group has access to a wide range of test equipment that can be used to help to troubleshoot problems in a network. Depending upon the service being provided by Airspan, the following test equipment is available for loan for limited periods and/or rental:

- 1 Spectrum Analyser
- 2 Power Meter

- 3 Equipment commissioning kit
- 4 Spectrum sweep tool
- 5 V5/GR303 protocol analyser
- 6 IP sniffer tool
- 7 Pump-up mast
- 8 Base station antennas
- 9 2MBs PCM tester
- 10 Miscellaneous cables

The customer is responsible for all risk of loss or damage to the equipment, shipping costs to and from Airspan's operation centre, and ensuring the equipment is returned to Airspan in full working order.

P.1 Enhanced Email Support

Airspan's technical support team will respond to e-mail enquiries as soon as possible and its goal is to reply within 12 hours (excluding weekends).

P.2 Monthly Issue Report

A short monthly issue report will be provided detailing the status and progress made on issue raised to Airspan call centre.

P.3 Management Escalation Process

Airspan will take a proactive role in handling critical issues raised by the customer. The manager will call regular meetings to update the customer's management team with the progress and action planned. This will continue until the issue is closed.

P.4 Equipment Rota Pool

A 60 working day repair / replacement cycle time may not be acceptable in a customer's operation model. The Equipment Rota Pool service provides customers with an advance replacement

program. For example, a spare pool can be set up in country or close to the customer site to provide a fast turn round time. Airspan is responsible for maintaining the spare pool and the items are the property of Airspan.

P.5 Test Equipment Calibration

Airspan has an annual calibration program with a 3rd party calibration house. This service provides for a customer to send its test equipment procured through Airspan for calibration within agreed time frames. Calibration of the equipment is performed without charge to the customer. The customer is responsible for shipping costs to and from the calibration house.

P.6 NMS Software Feature Release

Airspan will supply NMS software upgrades to the Customer without charge under the AS Premium service package. Airspan will notify the Customer when an applicable NMS software upgrade is available. In general a major software release is called NMS Software Feature Release and a maintenance release is called Point release.

Airspan will provide a software CD and a Product Bulletin detailing the changes made, and the procedure to perform. Customers may choose to call the Airspan Help Desk to support them through the update process. On site support of such activity is chargeable at the standard rate.

P.7 On-line Support

Airspan equipment can be managed remotely via dial-up or Internet access

such as Browsing and VNC. In our Operation Support centre, there is a secure facility set up to allow our technical support team to connect remotely to the customer's network management system.

Airspan will pre-arrange a remote link to the customer network management system (with password protection). As and when required, Airspan's technical support team will connect remotely to the customer's system to provide online diagnostic assistance.

P.8 On-site Professional Services

10 days of on-site services are included in the Premium service package. These services include but are not limited to consultation, training, troubleshooting, network expansion, equipment I&C and RF planning.

With prior agreement with Airspan, the customer can spread this free of charge services over a number of trips or the customer can take the complete 10 days offered in a single request. The customer will be responsible for the travel and expenses incurred during the trip. Airspan will invoice the customer separately for these costs.



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our website:
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Or write to us at one of the addresses below.

We will be delighted to send you additional
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applications around the world.

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