

Customer Care Programme

asnet Technologies

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0800 POLYCOM

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Customer Care Programme

asnet Technologies has introduced a Customer Care Programme which offers videoconferencing customers in New Zealand a wide range of professional services, aimed at ensuring their respective systems, network functionality and performance are not compromised.

VisionCare Full Maintenance and VisionPro are described in the pages that follow.

A further service and customer support programme is offered for the range of network based products also sold through **asnet Technologies**.

- **Comprehensive Services**

The Customer Care portfolio offers customers a range of services that includes; Installation Support, Equipment Maintenance, Managed Services, Staff Training and flexible Value Added Services to meet unique customer support requirements.

- **Choice**

In each service category, the Customer Care program offers our customers a choice to select the exact level of support that is appropriate and cost-effective for their networks.

- **Flexibility**

Services have been designed to be flexible and can easily be tailored to meet specific needs.

SUPPORT DELIVERY NATIONWIDE

asnet Technologies' own engineering support is based in Wellington, Auckland and Tauranga providing installation, consultation, fault support and training

asnet engineers are qualified in the niche field of videoconference engineering

asnet is unique in having Certified Videoconference Engineers (CVE). This Certification recognises the niche specialty area of videoconferencing, and Polycom, along with their role in promulgating the international standards for videoconferencing, have been instrumental in this international qualification.

Nationwide coverage

asnet Technologies have put in place a quality support structure in New Zealand to deliver customer support services in a timely and efficient manner.

All support is delivered in accordance with **asnet Technologies** standards, and monitored to ensure our service quality objectives are met at all times.

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Channel Partners

asnet Technologies has selected a small number of channel partners, or resellers, who undertake comprehensive training in our products and servicing. These include partners in Napier, New Plymouth, Wanganui, Christchurch, Nelson, Dunedin, Invercargill, Wellington and Auckland.

- **Extended Coverage**

Having trained personnel in the above locations also allows us to offer service outside of normal working hours. Depending on the location, customers can extend their maintenance agreement coverage to a full 24-hour call window, 7 days a week, including public holidays.

- **Trained People**

All engineering staff are given comprehensive training in the support of all **asnet Technologies** products. These are backed up by **asnet's** own specialists located in Auckland, Tauranga and Wellington. All have access to product specialists who are totally dedicated to the support of **asnet Technologies** products and service methodologies.

Systems

To ensure we can maintain the required service levels to our own customers we have put in place a comprehensive fault handling procedures using **asnet Technologies** fault call management system, designed to reduce down time to a minimum.

Tools

asnet Technologies has all the tools required for system installation, monitoring and fault isolation, including the use of remote diagnostics and network management systems where appropriate. For online monitoring of systems, this can be undertaken as part of our **A7**Managed Services division. Pricing can be obtained when requested.

Spares

asnet Technologies maintains a policy that spares will be held in adequate numbers to support the population in the field.

A fully operational set of working units and card modules comprise the spares that are distributed and held in Wellington and Auckland. In addition, **asnet Technologies** operates a bulk store operation in Auckland consisting of backup stocks for all **asnet Technologies** range of products and software. We guarantee spares can be supplied for a period of ten years from date of system installation.

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Unique Video on Line services

Video On Line Help Desk

asnet Technologies offers this unique service where customers are provided with an online Video Help Desk, via videoconference, dialled by a directory entry in their address book. This is available for the most frequently asked questions, dialling support and general on line support.

Comprehensive User Training

Comprehensive on-line or onsite training is offered in standard packages and tailored to suit your requirements. (See asnet's Training pdf.) Comprehensive pdfs for your intranet, and handouts, focus on best practice for successful videoconferencing. **asnet** has an enviable record both here and in Australia, in providing outstanding user friendly training that has been the catalyst for high staff motivation and system use in scores of organizations. User training may be from 2 hours for 5 key staff, delivered remotely via VC or on site, to several days of 2 hour sessions, tailored to each company's requirements. Costs provided at the time of system purchase or on request at any stage.

Video On Line Training

asnet Technologies offers a unique service which provides 'reminder' Video On Line training, using their Videoconference system. This is meant as an adjunct only to comprehensive training as above. The training must be pre booked and will last for up to 15 minutes per session, to ensure others have dial-in access too. It also includes most frequently asked questions, dialling support and general on line support. This service is free for the duration of the *Vision Care* and *Vision Pro* maintenance plan.

Managed Services

asnet's Managed Services team look after hundreds of endpoints and bridging requirements for many organisations in New Zealand and beyond. This is a significant service where customers purchase equipment and by simple connectivity to **asnet Technologies**, have their entire videoconferencing operations handled by asnet's Managed Services team, for a single monthly fee per endpoint, contracted according to each customer's requirements. While making your meetings just 'happen', services may include PIN access to virtual meeting rooms, automatic directories and customised IVR (voice prompts), ensuring dialling a video call is as easy as using the phone.

As companies seek to outsource work that does not fit their own field of expertise, **asnet Technologies'** Managed Services have become a key contributing factor in the exponential growth of quality videoconferencing as a tool for doing business 'face to face'.

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INSTALLATION AND IMPLEMENTATION SERVICES

Installation Support

Three Installation Support options are available to customers;

- **Self-Installation**

The Self Installation Service has been designed for customers with in-house expertise technically able to install and configure their own network equipment, Video Conferencing, Audio or Data conferencing systems without the assistance from **asnet Technologies**.

Prior to shipment, **asnet Technologies** will perform testing and ensure compliance with New Zealand standards. Where appropriate, current revision software/firmware is loaded final quality assurance checks are made, prior to shipment and delivery to customer site.

A cost is available to provide customers with support during this process.

- **Installation**

Installation Service has been designed to provide customer with quick and efficient network equipment installation, performed by trained professionals, fully conversant with all **asnet Technologies** supplied products.

asnet Technologies will arrange for shipment and delivery and physically installs all products supplied for your Teleconferencing network, including cabling and ISDN where applicable.

Configuration of equipment, online testing.

- **System Implementation**

The **asnet Technologies** System Implementation Service has been designed to provide customers with a fully project managed network installation service. (Where applicable)

A dedicated Project Manager provides a single point interface and takes on all the responsibility for successful project implementation. This approach ensures no customer resources need be dedicated to the coordination of multiple parties involved in the project, and will ensure implementation is achieved in line with agreed deadlines.

Prices are available for a range of system implementation and project management requirements

The three Installation Support options are compared in the summary below:

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INSTALLATION SERVICES SUMMARY

FEATURE	SELF INSTALLATION	INSTALLATION	SYSTEM IMPLEMENTATION
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Feature Included

Site Survey	No	No	Yes
Circuit Procurement	No	No	Yes

NZ Electrical and PTC Standards

Compliance Testing	Yes	Yes	Yes
Equipment Diagnostic Testing	Yes	Yes	Yes
Freight to Customer Site	Yes	Yes	Yes
Equipment Unpacking and Physical Installation, & Testing	No	Yes	Yes
Equipment Configuration, Tuning,	No	No	Yes

Network Cutover

Acceptance Testing	No	Yes	Yes
Site Configuration Documentation	No	No	Yes
Dedicated Project Manager	No	No	Yes
Onsite Engineering Cost	No	Yes	Yes

List Price

Service Fee	\$150	\$150	Inc.
After Hours Rate	\$200	\$200	\$200
Bundled fee	\$240	TBA	TBA

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FACTORY WARRANTY AND MAINTENANCE PLANS

- **Warranty**

asnet Technologies offers a 12-month Return to Service Centre warranty for all **asnet Technologies** supplied hardware products to provide a first level of customer support, unless terms are specifically stated to the contrary.

Refer to Specific Product Warranty Statements from Manufacturer. Software warranty on most products is 90 days.

The warranty commences on the date of delivery to customer site.

Standard Service Centre repair activities include initial functionality testing, all repairs of defective components, upgrading parts to current revision and final testing and certification. This activity is accomplished at the **asnet Technologies** Repair Centre, or at manufacturers location, normally within thirty (30) days of receipt by **asnet Technologies**.

Courier within New Zealand is the standard method of shipment from the **asnet Technologies** Service Centre. There is no charge to the customer for this return mode of shipment under the terms of the warranty.

All repairs or replacements are additionally warranted for sixty (60) days from the date of return shipment by **asnet Technologies** (Subject to Product)

NOTE: The average time to replace any under warranty product is transit time to Thailand and 28 working day turnaround.

- **Customer Care Maintenance Plans**

Our maintenance plans provide you with peace of mind in knowing that your investment is protected in case of equipment failure and offer the technical and professional services you need to keep your mission critical networks running efficiently and consistently.

- 1) **Vision Care Full Maintenance**

The *Vision Care* Full Maintenance Service plan is offered to meet the growing demands of complex networks in support of critical uptime requirements.

Call Window 5 days per week, during normal business Hours, 8.30am through to 5.00pm. Available within 50Kms of main cities.

Customers can receive priority service around-the-clock with an extended 7 day, 24 hours service. This is subject to further price considerations.

Vision Care maintenance caters for provisioning of replacement parts and access to help desk, with free use of the Video On Line training and support during the standard contracted period of maintenance. *Vision Care* provides repair, replace or swap out of systems within 2 working days from initial customer request for service.

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Full Maintenance provides for on-site support during the standard contracted period of maintenance. This maintenance will provide a guarantee to repair, swap out or replace system within 2 working days from initial customer request for service.

On-site replacement of parts for all failed equipment and the installation of all engineering changes which correct identified function, design and/or compatibility faults for all products are covered under the agreement.

2) **Vision Pro Maintenance**

The *Vision Pro* Maintenance Service plan is offered to meet the growing demands of customer requirements for a cost effective, well supported maintenance offering.

Call Window 5 days per week, during normal business Hours, 8.30am through to 5.00pm.

Customers can receive priority service around-the-clock with an extended 7 day, 24 hours service. This is subject to further price considerations.

Vision Pro maintenance caters for provisioning of replacement parts and access to help desk, with free use of the Video On Line training and support during the standard contracted period of maintenance. *Vision Pro* provides repair, replace or swap out of systems within 2 working days from initial customer request for service. This is only available on new systems purchased after 1/11/01 and the term must be purchased at the outset.

The maintenance plan does not cover on site labour cost nor deinstall/reinstall of systems.

3) **Rapid Response Warranty**

Increases the warranty performance to offer a 2 day turn around on parts only. Designed to offer companies who want a hardware replacement only, in a speedy turnaround, only available during the initial warranty term. This needs to be purchased when buying the system.

3) **Per Call Service**

The *Per Call* Maintenance Service plan has been designed to cater to those customers who do not wish to enter into a full support arrangement, but require access to onsite support on a Time and Materials basis.

Per Call service provides on-site assistance to **asnet Technologies** customers on an as-needed basis. This pay-as-you-go option is available around-the-clock on a best effort response basis.

Customers who do not have a full service agreement are encouraged to sign a Per Call Agreement with **asnet Technologies**, which will register their equipment and allow invoicing on a per call basis. The Per Call agreement will help to expedite service call processing and ensure that a more comprehensive service history is maintained to assist troubleshooting activity.

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Feature	Equipment Warranty	Per Call Service	<i>Rapid Response</i> Maintenance plan	<i>Vision Pro</i> Maintenance plan	<i>Vision Care Full</i> Maintenance
Software Upgrades	Not included	Not included	Included	Included	Included
Video On Line Help Desk	Not Included	\$250.00 pr hour 830am - 5.00pm Mon to Fri	Not Included	Included	Included
Video On Line adhoc training	Not included	Requires subscription	Not Included	Included	Included
Access to fault call management facility	Not Included	Not Included	Not Included	Included	Included
Fault Call Acknowledge	Not guaranteed	Not guaranteed	Within 4 hour	Within 4 hour	Within 4 hour
On Site response	Not included Not guaranteed	Not included Not guaranteed	Not included Not guaranteed	Not included Not guaranteed	Within 8 hours
On Site Cost	Not Included	Not Included	Not Included	Not Included	Included
Return to Service	Not guaranteed	Not guaranteed	Not guaranteed	Within 2 working days	Within 2 working days
Access to Asnet Spares	None	None	Not Included	Guaranteed	Guaranteed
Replacement Parts Cost	Included	Not Included	Included	Included	Included
Call Window	8:30AM to 5:00PM	8:30AM to 5:00PM	8:30AM to 5:00PM	8:30AM to 5:00PM	8:30AM to 5:00PM
After Hours Service	Not Included	Not Included	Not Included	Best Efforts 24 X 7 Available (when contracted)	Best Efforts
Remote Diagnostic	Not Included	Not Included	Not Included	Included (where applicable)	Included (where applicable)
Term	Initial 12 Months	N/A	Warranty period	1,3 or 5 year contract	12 Months
Renewal	Subject to negotiation	N/A	Nil, after warranty	Subject to term	Terms up to 36 months.
Annual Fee	None	None	Refer to Schedule	Refer to Schedule	Refer to Schedule.
Hourly Rate	\$150.00	\$150.00	\$150.00	\$85.00 (where applicable)	\$85.00 (where applicable)
After-hours Rate	\$200.00	\$200.00	\$200.00	\$150.00 (where applicable)	\$150.00 (where applicable)

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WARRANTY AND LIABILITY LIMITATION

Polycom Products only

I. Limited Warranty and Disclaimer

asnet Technologies and Polycom Inc. warrants its products to be free of defects in materials and workmanship for a period of twelve (12) months from date of purchase. In certain products a thirty six (36) month warranty is offered. If any such product should become defective within the warranty period, **asnet Technologies** and Polycom Inc. will repair or replace the product, at its sole option, provided it is returned directly to **asnet Technologies** during the warranty period in accordance with the provisions included in the Return Material Authorization (RMA) Policy and Procedure. The standard warranty is a return to factory (Polycom Thailand). **The time taken to replace/repair a warranted product is not guaranteed and subject to the Polycom factory***. Defective product being returned must have proof of purchase. Please call our toll free number **0800 POLYCOM** for the authorized service site nearest you. **asnet Technologies** is not responsible for costs incurred in delivering or shipping product to or from its service site. All replaced products become the property of **asnet Technologies** or Polycom Inc.

NOTE: some products are offered with a thirty six (36) month warranty. Refer to **asnet Technologies** for detail.

The above warranty does not apply to damage to products resulting from accident, misuse, service, or modification by anyone other than **asnet Technologies** or Polycom Inc. or its authorized service facilities. This warranty is limited to the original purchaser and is not transferable.

ANY LIABILITY OF POLYCOM, WITH RESPECT TO THE PRODUCT OR THE PERFORMANCE THEREOF UNDER ANY WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY WILL BE LIMITED EXCLUSIVELY TO PRODUCT REPAIR OR REPLACEMENT AS PROVIDED ABOVE. EXCEPT FOR THE FOREGOING, THE PRODUCT IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

2. Limitation of Remedies and Damages.

POLYCOM, ITS AGENTS, EMPLOYEES, DEALERS AND OTHER AUTHORIZED REPRESENTATIVES SHALL NOT BE RESPONSIBLE OR LIABLE WITH RESPECT TO THE PRODUCT OR ANY OTHER SUBJECT MATTER RELATED THERETO UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY FOR ANY INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO LOSS OF INFORMATION, BUSINESS OR PROFITS.

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